

TABLE OF CONTENTS



Section 1.	Final Executive Summary	4
Section 2.	Executive Summary - Needs Assessment Methodology	6
	• Needs Assessment Methodology	8
	• Community Involvement	8
	• Methods Used to Elicit Community Input	8
	- SBCL Master Plan	8
	- Community Focus Group	8
	- Kiwanis Club Focus Group	10
	- SBCL Survey Instruments	11
	- Library Users and Non-Users	11
	- Hesperia Unified School District	12
	▪ Mission Statement: HUSD	12
	▪ Student Survey	13
	▪ School Personnel	14
	- Other School and School District Involvement	15
	- Library Stakeholders Committee	15
	- Chamber of Commerce Focus Groups	16
	- Library Stakeholder Interviews	17
	- Telephone Survey	18
	- Library Usage	20
	- Comprehensive Demographic Analysis	21
Section 3.	Executive Summary – Community Analysis	22
	• Community Analysis	24
	• Governmental Agencies	24
	- City Government	24
	▪ City Manager and Executive Management	24
	- Involvement	26
	- Library Stakeholders Committee	26
	- Library Construction Advisory Committee	26
	- Tri-Agency Committee	26
	- San Bernardino County Library	27
	▪ Interim Library is Too Small	27
	▪ Involvement	28
	- Hesperia Recreation and Parks District	28
	- School Agencies	29
	▪ Issues	30
	- Lack of Funding Opportunities	30
	- Supplemental Educational Opportunities	30
	- Joint Venture Opportunities	30
	- Victor Valley College	31
	• Community Organizations	32
	- Chamber of Commerce	32
	- Friends of the Library	32
	▪ Deficiency	32
	• Demography	33
	- Population Characteristics	33



	▪ Young Families _____	33
	▪ Growth _____	33
	▪ Schools' Academic Performance Index _____	35
	▪ Goal Achievement Methods _____	35
	▪ 2002 API _____	36
	- Poverty Rate _____	36
	- Per Capita Income _____	36
	- Literacy Rate _____	37
	- Unemployment Rate _____	37
	- Population by Age _____	38
	- Population by Occupation _____	38
	- Median Housing Values _____	39
	- Population by Educational Level _____	39
	- Comparisons to State and National Demographics _____	39
Section 4.	Community Characteristics _____	45
	• Early History _____	45
	• Current History _____	46
Section 5.	Executive Summary - Analysis of Library Service Needs _____	49
	• Library Service Needs _____	51
	- Issues to Address _____	51
	- Collection Size _____	51
	- Collection Content _____	52
	- Analyzing the Collection Content _____	53
	- Shelving _____	53
	- Allocated County Collections to Hesperia _____	54
	- Reader Seats _____	55
	- School District Library Service Limitations _____	57
	- Method of Research _____	57
	- Limited Hours and Access _____	57
	- Summary of Schools Surveyed _____	58
	- School Collection _____	58
	- Reader Seats _____	59
	- Staff Offices, Workstations and Visual Supervision _____	59
	- Technology _____	59
	• Summary _____	60
Section 6.	Service Limitations of Existing Library _____	61
Section 7.	Physical Limitations of Existing Library Facilities _____	62
Section 8.	Space Needs Assessment _____	63
	• Proposal _____	63
	• Summary of Space Requirements _____	65
	• General Space Planning Considerations _____	66
	- Library Collections _____	66
	▪ Current _____	66
	▪ Collection Development and Justification _____	67
	▪ Collection Allocation _____	67

▪ Collection Type and Sizes _____	67
▪ Summary of Projected Collection _____	68
▪ Library Use Statistics _____	69
▪ Space Need Calculation & Conversion Factors _____	71
- Reader Seats _____	72
▪ Description, Types and Space Needs _____	72
▪ Allocation _____	72
▪ Space Need Calculation & Conversion Factors _____	73
- Technology _____	74
▪ General _____	74
▪ Allocation, Numbers and Type _____	75
▪ Space Need Calculation & Conversion Factors _____	82
- Staff Offices, Workstations and Visual Supervision _____	82
▪ Staff Organization _____	82
▪ Workstations, Allocations and Standards _____	83
▪ Space Need Calculation & Conversion Factors _____	84
- Meeting Rooms _____	84
▪ Number, Capacity and Allocation _____	84
▪ Support Plan of Service _____	86
▪ Space Need Calculation & Conversion Factors _____	86
- Special Purpose _____	87
▪ Spaces, Equipment and Intended Use _____	87
▪ Support Plan of Service _____	89
▪ Space Need Calculation & Conversion Factors _____	89
- Non-Assignable Spaces _____	90
▪ Assumptions and Amount _____	90
 Section 9. Appendices _____	 91
• Appendix 1 _____	91
• Appendix 2 _____	92
• Appendix 3 _____	93
• Appendix 4 _____	95
• Appendix 5 _____	97
• Appendix 6 _____	98
• Appendix 7.1 _____	99
• Appendix 7.2 _____	101
• Appendix 7.3 _____	102
• Appendix 8 _____	103





SECTION 1

FINAL EXECUTIVE SUMMARY

Per Library Bond Act Regulations, the City of Hesperia **does NOT** have a library. The City has never had its own library. It is forced to rely on temporary library services from the San Bernardino County Library System (SBCL). There is a tremendous gap between library services needed and those provided by the SBCL.

ASSESSING THE NEEDS - The Library Stakeholders Committee, consisting of representatives of the City, Hesperia Recreation and Parks District, Hesperia Unified School District (HUSD) and the SBCL, came together to develop a plan for providing a permanent library facility for the rapidly growing community of Hesperia. A consulting team was retained to help study and formulate a strategy for a new Hesperia library. Following are research areas reported in this *COMMUNITY NEEDS ASSESSMENT*:

- By conducting focus groups and a telephone survey, gathering input and perspectives from all cross-sections of the community such as students, school personnel, city and library staff, library users and non-users, the business community and seniors
- By investigating the agencies involved
- By studying the current demographics for comparison to the state and the nation
- By investigating the existing County Branch and School Libraries resources
- By exploring the site selection and how it relates to the geographic center of Hesperia

The questions sought responses on likes/dislikes of the existing county library services, staff performance, use of the temporary library services, desired hours of service, what services the library should provide, and community support of a new City Library. There were common themes that wove in and out of each survey:

- The current SBCL staff was doing an excellent job assisting the patrons at the temporary facility,
- The SBCL's temporary library service building was too small and uninviting
- The collection assigned by the SBCL was too small and lacked reference, homework, college prep, learning and career materials
- Spatial needs to effectively study and attend tutoring/literacy sessions,
- Inefficient technology stations or formal computer training classes
- The need for meeting room space for large groups for community functions, book fairs, and other library programs such as parent/teacher workshops and student/teacher orientation

Statistical information from the surveys was compared and contrasted, and resulted in suggested improvements to three main service areas – Technology, Collections, and Reader Seats for all ages from children, young adult to adult and seniors.

STAKEHOLDERS - Hesperia, incorporated in 1988, has recognized the need to attract more businesses to help improve and balance the quality of life in Hesperia. However, they cannot do this without a qualified, productive labor force. Hesperia's large labor force can benefit exponentially from improved library services in the community.



The Hesperia Unified School District, with a current student population of 15,360 (School Management Planning/Management–Cohort Survival Methodology), has a goal of meeting an API score of 800 by the year 2010 instead of 2020. They are willing to be entrepreneurial in seeking new opportunities for supporting the education efforts.

The SBCL, although financially unable to support the construction of a new library building, is seeking to partner with the city to provide expanded library service to the growing community of Hesperia. The SBCL will dedicate its Hesperia service area collections of 56,138 to the proposed 20,000 square foot new library, and buy new items to bring the total collections to over 87,120 items.

COMMUNITY - With over 50% of its total population of 62,582 (US Census 2000) under the age of 33, Hesperia is a young community. Over 73% of the residents are living within households with children. They have migrated from other areas in California seeking affordable housing for their families. Hesperia, and the High Desert Region, have the most affordable housing in California.

EXISTING LIBRARIES – SCHOOL AND COUNTY - The community of Hesperia is in desperate need of expanded library services to support their ever-growing community, which is projected to grow to 89,882 residents by the year 2020. This figure is derived from the California Department of Finance Annual % Change Report 2000-2001, based on a 1.9% annual growth. The temporary library service facility (.08 sq. ft. per capita) cannot support Hesperia, and **CANNOT** be expanded. The schools' libraries are inconsistent and run independently of each other. They are also only open half an hour before and after school. These two factors make it difficult to utilize the facilities for homework research and tutoring, or more advanced technology research.

JOINT USE PROJECT - As stated in the Providence Associates, County Facilities Master Plan, "Public libraries are the embodiment of the democratic ideal."¹ People love libraries. It is the best opportunity that a City can have to give back something to the community it serves. The City of Hesperia has decided to partner with the SBCL to build a new city Library that will provide enhanced library services for continuing adult education and life-long learning. The HUSD will provide additional services as outlined in a formal Joint Use agreement. HUSD services meet the specific needs of young adults, parents and/or caregivers and teachers. Collectively, the primary goal is to provide library resources to K-12 students. The development of specific space assignments reflects the community needs. To respond directly to community needs, not only will basic library services be enhanced, but also focus on specifically requested community library service needs such as: (1) Shared Electronic and Telecommunication Services within the major Library Divisions; (2) Computer Center; (3) Learning and Career Resources Area; and (4) Study Rooms and a Community Room.

The library will accommodate 384 persons allocated between Readers' Seats (154), computer workstations (53), Meeting Rooms (120), Children's (34), plus staff and volunteers (23).

¹ Remarks by Richard L. Waters, Providence Associates in the San Bernardino County Library Facility Master Plan, p.7.



SECTION 2

EXECUTIVE SUMMARY

NEEDS ASSESSMENT METHODOLOGY

For the past three (3) years, the Library Stakeholders Committee for the Hesperia Branch County Library have been engaged in activities to assess the library service needs of the community. The San Bernardino County Library (SBCL) system provides library services to the City of Hesperia from a small building that resembles a retail storefront. Although library services are available to Hesperia residents from the SBCL, the city does not have a library per Library Bond Act Regulations. Furthermore, Hesperia's library services needs far outstrip the SBCL's ability to accommodate such demand from such a woefully inadequate facility. Besides the lack of physical infrastructure at the current service site, the property has no expansion capability.

The Stakeholders sought to formulate a library plan based on sound data and facts derived from actual community needs. The Stakeholders include representatives from the city, Hesperia Unified School District (HUSD), and county jurisdictions, in an effort to create a diversified and effective cross-section of the community. Architectural and building construction disciplines were also part of the Committee. They have come together to differentiate the "hearsay" comments about the library from the formalized statistics found in real data gathered from the surveys and focus groups. From these surveys and focus groups, the Stakeholders were able to determine the realistic community needs that would be addressed through the development of a new Hesperia Branch Library plan.

DATA GATHERED

To gather input relative to the availability and interest in local library services, the Stakeholders initiated several survey strategies that were designed to include a cross-section of all citizen demographic groups within the city boundaries. There were library service users and non-users, K-12 students, school personnel, parents and caregivers, teachers, business and industry representatives and city employees. Once again, a diversified database was established to determine a realistic result. The surveys and focus groups were well supported in large numbers.

To validate the unmet community library service needs, the city also underwrote a telephone survey that was orchestrated and performed by Public Management Associates in February 2002. The Random Digit Dialing (RDD) survey method was used because it offers the best coverage and reduces sample bias. The completed telephone survey of 403 residents, a statistically correct size for the endeavor, produced a 95% confidence level that the information collection represented the city as a whole. Professionals including library programmers and phone surveyors conducted the City's surveys. In addition, the SBCL and HUSD issued their surveys to a private firm that compiled the information into statistical data. Common questions asked were categorized in the following ways:

- Utilization of the local library services
- Preferred library service hours
- Likes/dislikes of existing library services
- What the library should provide
- Encouragement of library usage by teachers



- Preferences of the students
- Equipment needs
- Support of new library

COUNTY LIBRARY FACILITY MASTER PLAN

Providence Associates was hired in 2001 to develop a San Bernardino County Library Facility Master Plan. Initial planning for the proposed Hesperia Branch County Library commenced as part of this master planning process. The Hesperia library service area was one of the (28) branch library service areas incorporated within the SBCL master plan. The information within this report was an invaluable resource for the City's Library Stakeholders Committee to build upon and use as a basis for design. Because the County has been providing limited, temporary library services in Hesperia, this document was key in assessing the current usage of library services in Hesperia, from both a demographic and facility perspective. The Library Stakeholders Committee has great interest relative to the collection materials allocated to the temporary facility and the ability to transfer those materials to a new city Library.

SCHOOL DISTRICT INVOLVEMENT

The Hesperia Unified School District organized several focus groups and distributed survey questionnaires in coordination with the County. They conducted internal workshops with all of the representatives including teachers, students, District personnel, and the School Board Members.

The state proposes that the Academic Performance Index (API) scores of the HUSD should rise to 800 by the year 2020. The main goal of the district is to accomplish this increase by the year 2010. To achieve this goal, the District began to examine the inadequacies of their own internal processes and environments and how a new city library could potentially augment these shortcomings. The objective was to determine specific needs that could be provided by a new Hesperia Branch Library. Current library services were considered inadequate. However, through specific research and evaluation, the HUSD was able to determine those specific needs that could be provided by a new Hesperia Branch Library, thereby effectively augmenting the education of the K-12 population of Hesperia, their parent's and/or caregivers, and create the potential to raise API test scores.

FINDINGS

The conclusions reached through the surveys and community input process, demonstrate that the Hesperia library service users are very satisfied with the SBCL staff. However, the size of the interim facility is inadequate to provide additional needed services, the collections are limited and do not have the ability to expand, no study areas are provided, and the technology infrastructure is non-existent. Statistical data to support this conclusion is represented in this report. Based upon all of the input gathered in this process, the Joint Venture Project was developed and ultimately reduced to a Joint Use Cooperative Agreement executed by HUSD, SBCL, and the City. Joint Use services represent were designed specifically to address the needs of K-12 students. The identified needs also framed the Plan of Service, Technology Plan, and Building Program for the proposed Hesperia Branch Library. Analysis of these findings is reported more in depth in Section 5 – Analysis of Library Services.

NEEDS ASSESSMENT METHODOLOGY

COMMUNITY INVOLVEMENT

The methodology adopted and implemented for this *Needs Assessment* was designed to elicit community need for a new Hesperia Branch Library and those specific services that should be provided. This Needs Assessment is consistent with Library Bond Act requirements and acted as the springboard to develop goals and objectives for the Hesperia Branch Library *Plan of Service* and the basis of the *Building Program*.

METHODS USED TO ELICIT COMMUNITY INPUT

This Needs Assessment utilized many methods to obtain the most factual and comprehensive information and input about needed library services in the City of Hesperia. These included: (1) community and school-based surveys, (2) community (3) focus groups, (4) Stakeholders interviews, San Bernardino County Library System Master Plan (SBCL), and an in-depth demographic analysis. The city's library architects and designers continually referenced the information gathered to ensure that it was integrated into all appropriate service and program documents.

SAN BERNARDINO COUNTY LIBRARY MASTER PLAN

The first active community outreach endeavor to seek input on Hesperia library services was San Bernardino County's Library (SBCL) Facility Master Plan. This Master Plan, prepared by Providence Associates, Inc., was essentially a needs assessment for the entire SBCL system. Although the Facility Master Plan was developed for the SBCL, it is inclusive of recommendations for all San Bernardino County cities and provides a plethora of information that supports the need for a new Hesperia Branch Library. The County Facility Master Plan was the precursor to preparation of the Needs Assessment for the proposed Hesperia Branch Library that would become part of the SBCL system, operated by San Bernardino County Library.

During 2001 Providence Associates conducted several focus groups in Hesperia to obtain relevant primary data about library services currently provided at the interim library facility. Each focus group was targeted for a particular audience or constituency, although all citizens were welcomed and encouraged to participate.

One of the focus groups was attended by several key community leaders, including representatives from the Hesperia Unified School District, (including teachers), representatives from the County Board of Supervisors, the former Hesperia Mayor, Library staff, a Recreation and Parks District Board Member and community members. The specific focus groups convened by Providence Associates, Inc., are listed and discussed below.

COMMUNITY FOCUS GROUP

Each focus group meeting began with introductions of attendees. Each attendee also indicated their residency tenure in Hesperia, and the typical reason for utilizing library services. The average residency of the attendees was 8-10 years, and the reasons for visiting the interim library included literacy, library loan, research, and checking out reserved books or books on tape.



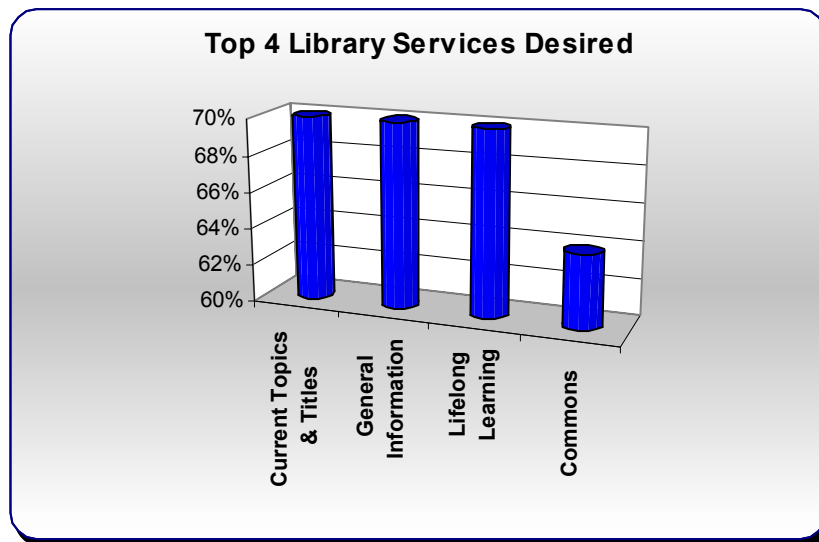
Each then talked about their likes and dislikes of the temporary library building, which are as follows:

PROS: Staff is helpful and goes out of their way to help despite their limitations. Staff knows the community and provides services that reach many people.

CONS: Inadequate space was a unanimous response. There was lack of space for separate meeting space for group study and other larger community groups. There was inadequate space for computers and quiet space for research and study.

The group then ranked library services according to importance. Desired services included: basic literacy, business and career information, commons, community referral, consumer information, cultural awareness, current topics and titles, formal learning support, general information, governmental information, information literacy, lifelong learning and life history (genealogy). The top four results were:

- Current Topics and Titles 12 of 17 – 70%
- General Information 12 of 17 – 70%
- Lifelong Learning 12 of 17 – 70%
- Commons 11 of 17 – 64%



In addition, basic literacy was highly prioritized, with none for community referral and one for business and career.

Providence Associates then explained the library commons concept: whereby people can come to a neutral area, the only place open to the whole community, serving all spectrums of the population. The commons atmosphere as it relates to the facility should include more space dedicated for reading and study and formal rooms for private groups, etc.

Lifelong learning was discussed as an important need to continue to develop through self directed educational opportunities. This is even more important as there are no college campuses located in Hesperia. The closest is Victor Valley Community College, which is nine miles to the northeast of the current interim library facility.

KIWANIS CLUB FOCUS GROUP

Another Focus Group meeting was conducted at the Hesperia Kiwanis Club meeting. They were provided the same overview of the library master planning process and asked to provide responses to a series of questions that are presented below.

- 1) What do you think is particularly good about the interim library and its services?
 - The most votes were for staff and location.
- 2) What seems not so good? What would you say are its weaknesses?
 - The most votes were for too small, and limited parking.
- 3) Where else do you go for information? Or, where do you get information you need? What would you consider competition for the existing service facility?
 - The Internet was the top vote getter, followed by individual responses for Victorville Library, Apple Valley Library, Chamber of Commerce, commercial library facility, local bookstore, or phone research.
- 4) Not everybody uses libraries. What reasons do you think people might have for not using the current facility?
 - Inadequate size and parking were most often cited. Other reasons were lack of publicity, location, professional reading, marginal book stacks, and user-friendly card catalog.
- 5) What physical changes/improvements would you like to see in a new full service Hesperia Branch Library – inside and /or outside?
 - Responses ranked in order of votes:
 - a. Larger facility
 - b. Improved parking
 - c. Computer center
- 6) Do you have any other concerns about the proposed Hesperia Branch Library that have not been addressed by the above questions? If so, please express them here.
 - They wanted more knowledge for the Joint-Use of the School District and County Library.

SBCL SURVEY INSTRUMENTS

The San Bernardino County Library also gathered input from library Users and Non-users through questionnaires and surveys distributed through several mediums including the temporary library building in Hesperia. The types of surveys are as follows: (1) General Survey for library users and non-users, (2) Student Survey (grades 6-12), (3) School Personnel Survey, and (4) On-line Survey on SBCL web page. The survey responses underscored the importance of library services. Following are some of the more prevalent responses:

- The majority of users desired more collections, greater hours of service, and larger library buildings
- Greater number of computer terminals and printers for public usage
- Literacy and lifelong learning should be a priority
- Providing public libraries should be a top local government priority

The particular survey outcomes of the various library user groups and constituencies are presented below.

LIBRARY USERS AND NON-USERS

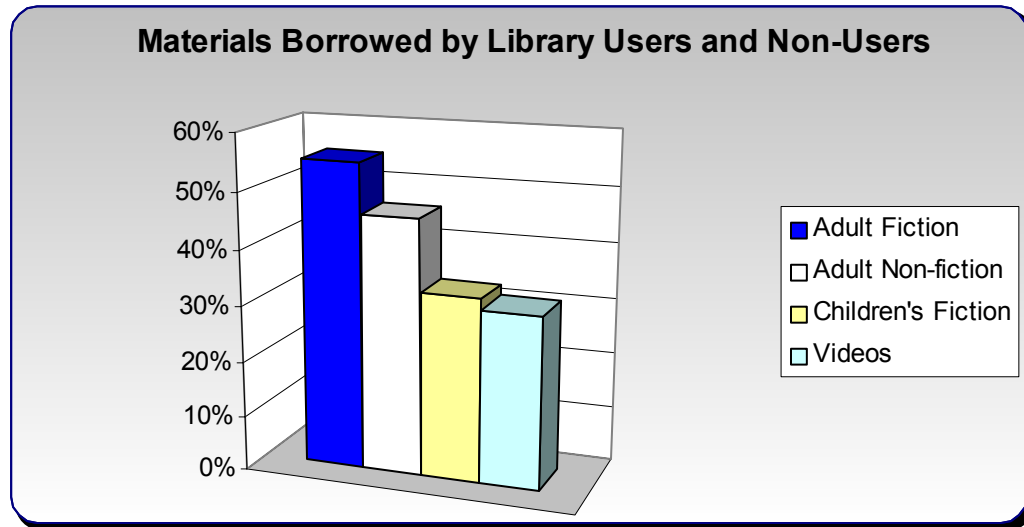
As indicated by the survey, a good, equally balanced age demographic was achieved between school age and adult categories. Eighty-seven percent (87%) indicated that a larger library facility was essential to the community. Over 96% of those surveyed indicated they knew where the interim library was located. More than half of the respondents indicated they utilized the facility more than one to five times per month. Other questions were:

1) Why do you use the current library facility?

- Out of 18 items to select from, the results were ranked by votes:
 - a) Borrow books
 - b) Borrowing videos
 - c) Staff was friendly
 - d) School and college
 - e) Research

2) What materials do you borrow?

- With 14 items from which to choose, over 55% indicated adult fiction and 46% for adult non-fiction, with 33% for children's fiction and 31% for videos. Other high percentages were for young adult fiction and children's non-fiction. The lowest percentage was dedicated to music cassettes and CD's.



3) Reasons for not using the library.

- Out of 12 items to choose from, equal percentages were indicated for inconvenient hours, inadequate parking, and “does not have what I need”.

4) A Hesperia Branch Library should provide the following:

- Out of 11 items to choose from, the results were ranked by votes:
 - a) Larger collection
 - b) Larger parking area with adequate lighting
 - c) Computers with Internet access; Homework center (equal rank)
 - d) Study rooms

5) Preferred hours of service:

- They had the same preference as the students and teachers; over 73% indicated in the 12:00 p.m. to 6:00 p.m. time frame. Monday, Tuesday, and Wednesday from 6:00 p.m. to 8:00 p.m. was favored by 67%.

HESPERIA UNIFIED SCHOOL DISTRICT

MISSION STATEMENT - HESPERIA UNIFIED SCHOOL DISTRICT

The mission of Hesperia Unified School District is to provide students with the knowledge, skills, and values necessary to meet the challenges of a changing and diverse society.

We believe...

In the dignity and worth of every human being
In educating citizens for a democratic society
In education as a shared responsibility
In respecting and appreciating our similarities and differences
In maximizing choices for career opportunities
In a society of lifelong learners



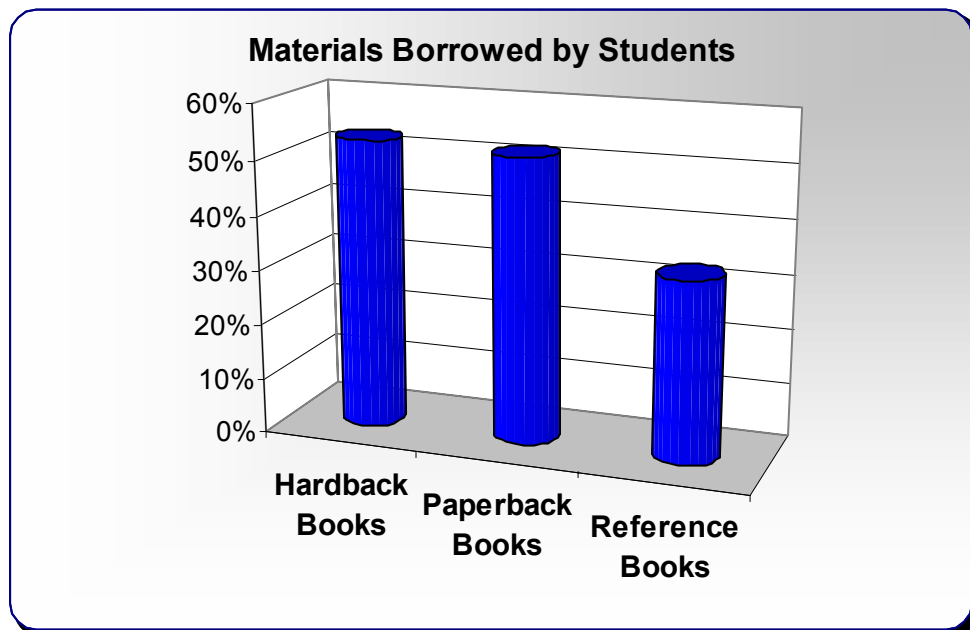
The Hesperia Unified School District (HUSD) distributed surveys to students and school personnel including district staff and teachers. HUSD operates 12 elementary schools, 2 middle schools, 2 comprehensive high schools, 1 continuation high school and 1 alternative education center within the library service area. Their questions sought responses related to physical attributes of the library (pro/con), collections, program use, and service needs. The following were the results:

STUDENT SURVEY

The survey age bracket was balanced between students in grades six through twelve. Students were asked why they used the library and over 50% said for homework. In further breaking down their use in accomplishing their homework, three reasons had the highest percentages, 65% said they borrow books, 38% did research, and 30% sought a place to study. The next highest was Internet access.

1) What materials do you usually use or borrow?

- Out of 11 choices from books, media to magazines, 53% indicated hardback books, 52% paperback books, and 33% utilized reference books. Other choices were more popular, such as young adult fiction, videos, and magazines.



2) Indicate Monday through Sunday, your preference as to the library hours of service.

- Students overwhelmingly preferred the 12 p.m. to 6 p.m. daily.

3) Rank the items you think that the library should provide.

- Out of 15 items to choose from, the results were ranked by votes:
 - a) Books and computers
 - b) Textbooks and homework center



c) Study room and Internet access

4) What activities at the library would you attend?

- The three highest categories were craft/art programs, teen club or teen advisory board, and tutoring assistance. Others were college/career workshop and volunteer Internet helper.

5) When is the best time for you to attend these programs?

- After school – Monday and Friday were the highest percentages.
- Saturdays/Sundays – The time frame of noon to 5:00 p.m. was the most popular.
- Evenings -Tuesday evening was most desired.

6) When asked why they did not use the current library facility?

- Over one-third of the students responded that they did not feel the library had what they needed.

SCHOOL PERSONNEL

Of the Hesperia Unified School District staff surveyed, over seventy-five percent were teachers; the remainder were teacher's aides. The teachers are currently employed at the senior high and middle school level. School staff was asked about the frequency in which they utilized the interim SBCL Hesperia service facility: (a) 1-5 times per month, (b) 1-5 times per year, or (3) none. Of those teachers who use the library, their answers were divided between personal and work-related reasons. Other questions were:

1) What would be useful for the library to provide?

- Out of 18 items to select from, the results were ranked by votes:
 - a) Computer lab with Internet access
 - b) Homework center
 - c) Trained volunteer tutoring
 - d) Career center
- Other favored ideas were computer links to school and public library collections.

2) How do you encourage students' use of the local public library?

- With six items to choose from, over 50% of the answers were split between providing information about public library resources and services to assignments that require library use. Other ideas promoted included extra credit for validated use of the public library and requesting a librarian to speak to classroom students.

3) Rank preference for library hours.



- Monday, Tuesday, and Friday, between the hours of 6:00 p.m. and 8:00 p.m. were favored by 75%. Also, another frequently requested time period was 8:00 p.m. to 10:00 a.m. on Monday

4) From a list of items that they thought the library should provide, results were:

- Out of 17 items to choose from, the results were ranked by votes:
 - a) Larger collections
 - b) Computer center; study rooms (equal priority)
 - c) Books on tape and better reference materials

OTHER SCHOOL AND SCHOOL DISTRICT INVOLVEMENT

School Test Scores were also reviewed because of the need to positively impact API, Stanford Nine Test (SAT-9) and Language Efficiency Proficiency scores through the provision of improved library services. These testing mediums were analyzed in the context of how they impacted the preparation of this Needs Assessment, Joint Use Cooperative Agreement, the Library Plan of Service, and Building Program.

The representatives of the HUSD also worked in conjunction with the city and SBCL to develop the Joint Use project that would improve academic performance for K-12 students. Scores of meetings were held to ensure that the final Joint Use Cooperative Program would meet the needs of K-12 students.

LIBRARY STAKEHOLDERS COMMITTEE

Administrators of the San Bernardino County Library system and the City had known for many years that a huge unfulfilled need existed for increased library service in the community. The City has assembled a Library Stakeholders Committee to further study the needs of the community and develop a program that meets those needs. This Committee is comprised of an excellent cross-section of leaders each skilled in their own area of expertise. They are as follows:

Title	Name
City of Hesperia	
City Manager	Robb Quincey
Deputy City Manager	Rodney Foster
Economic Development Director	Steven Lantsberger, CED
Community Development Director	Tom Harp
Director of Development Services	Mike Podegracz
City Clerk	Vicki Soderquist
Public Information Officer	Kim Summers
Hesperia Recreation and Parks District	Lindsey Woods

Hesperia Unified School District

Superintendent	Richard Bray
Assistant Superintendent	Bob Stranger
Director of Facility Planning	Diana Canchola
Board Member	Eric Swanson

San Bernardino County Library

County Librarian	Ed Kieczkowski
County Library Facility Manager	Patricia Laudisio
Regional Manager	Cheryl Erickson
Hesperia Branch Manager	Ann Marie Wentworth

Consultants

LPA, Inc. Project Architect	Jim Wirick, AIA
LPA, Inc. Project Designer	Rick D'Amato
LPA, Inc. Interior Designer	Chris Lentz
LPA, Inc. Entitlement Coordinator	Gloria Broming

Griffin Structures Project Manager	Roger Torriero
Griffin Structures Cost Estimator	Jim Trammel

In addition to the County, the City's Public Information department conducting focus group meetings and a telephone survey to further define and refine the specific needs of the community. The City also developed creative fund raising campaigns, and generated enthusiasm for the library project. The results of their efforts are as follows:

CHAMBER OF COMMERCE FOCUS GROUPS

The City conducted a survey at one of the monthly Chamber of Commerce meetings asking questions similar to those posed by the SBCL in their endeavors to define the need for a new Hesperia Branch Library. Attendees identified their library uses as:

- Meeting rooms for seminars
- Leisure reading materials
- Research
- Assisting children with homework

Nearly half of the people surveyed go to the temporary library either weekly or monthly. The following questions were asked with similar results as the other surveys:

- 1) What do you think is particularly good about the library?
 - Of the people attending, 37% thought the area where the interim library facility was located is good and 26% said the staff was good.
 - Other favorable attributes were: reading programs, periodicals, and easy access to other library system materials.
- 2) What seems not so good?

- Over 85% of the library users cited inadequate space. Lack of computers and parking were also key weaknesses.
- 3) What would you say are the weaknesses of the library?
- Poor interior space layout was cited by 50% of the respondents and 33% indicated inadequate materials. Other weaknesses were hours of operation and lack of study rooms.
- 4) Not everybody uses libraries. What reasons do you think people might have for not using our libraries?
- Lack of awareness of the library services provided was cited by 35%. Ambient interior noise, crowds, and lack of materials rounded out the responses.
- 5) Would it be useful to provide any of the following at the library:
- Meeting rooms, computer labs, study rooms, homework centers, literacy programs, homework help by volunteers, career centers, large print books, books on tape, Internet capabilities and children's programs.
 - The top two choices were meeting rooms and computer labs. Study rooms and homework centers were a strong second. Internet capabilities and children's programs also ranked high in priority.
- 6) What other improvements would you like to see at the library – inside and/or outside?
- The need for a larger library on its own site was expressed by 50% of those that used the facility. Other suggestions were better parking, a courtyard, and longer hours of operation.
- 7) What would be the best location for a library if a new facility were to be built?
- Forty-six percent (46%) preferred a central city location (near Main Street), while 23% favored a park setting. Other suggestions were near a bus route, central to the high schools and visible.
- 8) Are there any other areas we should explore in planning for the future in terms of a new library?
- Two common themes were technology and research materials.

LIBRARY STAKEHOLDER INTERVIEWS

Throughout the course of the library planning and design effort each member of the Library Stakeholders Committee was interviewed relative to their individual input about the proposed new Hesperia Branch Library. They were asked to provide information about library service needs of the constituency they represented. This one-on-one dialogue



helped validate the numerous other outreach efforts and ensure that the final outcomes were truly representative of the community's library needs.

TELEPHONE SURVEY – HESPERIA LIBRARY SURVEY (2002)

To further augment the County's information, and identify library service needs, the City commissioned the "Hesperia Library Survey" telephone survey. Public Management Associates, a private consulting firm from Texas, was retained to conduct this telephone during February 2002.

The purpose of the survey was to gauge community sentiment relative to existing community library services and to take input on other library issues. In addition, the respondents were asked to provide input on topics relative to a new Hesperia Branch Library that was being contemplated by the City of Hesperia. The survey collected basic demographic information and measured library user and non-user perceptions on several characteristics, including:

- Library use patterns
- Importance of materials, equipment, services, and facilities
- Changes in library services that might increase levels of satisfaction
- Patterns of non-use
- Changes in library facilities that might increase use
- Support for a new library

The demographic profile of the residents surveyed closely matches the demographic composition of the city. The similarities are as follows:

- Households with children; 53.6%, of which 65.7 % of those were between the ages of 5 to 12 (K-6 grades in school)
- Education level: 34.2% were high school graduates, and 52.1% had some college or were college graduates
- Income: 32.7% earned between \$20- \$40,000 with approximately 33.9% having incomes in the \$40- \$75,000 range
- Sixty-seven percent (67%) were White, and 17.7% of those surveyed were Hispanic
- Over one-third of those surveyed have resided in Hesperia for 11-20 years and 26% for 5-10 years
- Over 65% of those surveyed were female.

Public Management Associates summarized the results of the Hesperia survey and is recorded as follows:

- The 2002 Hesperia Library survey revealed that library users provided the highest combined excellent/good ratings for availability of staff (73.8%) and location (65.2%). An overwhelming 96.9 % agreed that the staff does a good job in answering patrons' questions.
- Reference materials (85.6%) and book selection (84.8%) were identified as the most important library materials
- Seventy-eight percent of those surveyed indicated that more up-to-date materials would significantly increase their satisfaction with the library



When asked what improvements would increase their satisfaction with the library experience, the following were the results recorded:

Improvement	Increase Satisfaction with Library		
	Significantly	Somewhat	Not at all
More up-to-date materials (n=199)	77.9 %	18.6 %	3.5%
More parking near the building (n=199)	74.4	18.6	7.0
Materials on a wider range of subjects (n=201)	71.1	22.9	6.0
Increased availability (n=201)	71.1	25.4	3.5
Greater variety/number of children's programs (n=191)	70.7	20.9	8.4
Improved patron areas for work, study, and reading (n=200)	64.0	31.0	5.0
Improved access to technology such as CD-ROMS and the Internet (n=196)	58.7	30.6	10.7
More copies of materials (n=198)	52.0	36.9	11.1
Greater number and/or variety of adult programs related to literature, such as author presentations and literature discussions (n=197)	42.6	43.7	13.7
Greater number and/or variety of art, musical, or other cultural exhibits or programs (n=198)	41.4	46.0	12.6

Most of the interest relates to three (3) areas – access, collection, and programs. An overwhelming majority of survey participants indicated, as shown in the above table, that significant efforts were necessary to improve Hesperia Library services. Respondents felt that once these improvements were made they were much more likely to have a more favorable rating of the library. A small minority felt that little or no improvements were necessary.

Those surveyed were asked to identify and rank (in order of importance) the three (3) services, programs, or amenities that they felt should occur, or be provided within a library facility, the following were the results:

Facility	Percent Very Important	Percent Somewhat Important	Percent Not Important
Computer learning center (n=200)	74.0	18.0	8.0
Private study rooms (n=200)	47.5	38.5	14.0
Community meeting rooms (n=197)	40.6	46.7	12.7

When asked to rank the importance of what library equipment should be provided in a library setting, the following percentages were recorded:

Equipment	Very Important	Somewhat Important	Not Important
Computer resources such as databases, indexes, CD ROMs (n=198)	80.3%	13.6%	6.1%
Computer terminals (n=193)	72.5	18.1	9.3
Photocopy machine (n=200)	72.5	23.0	4.5
Internet access (n=197)	66.5	21.3	12.2
Personal computers for word-processing or spreadsheet use (n=191)	60.2	23.6	16.2
Microfiche, CD reading capabilities (n=184)	58.7	30.4	10.9
Fax machines (n=194)	41.2	36.1	22.7
Typewriters (n=196)	36.7	35.7	27.6

Again, the survey underscored the need for computers and associated electronic reference resources to support the paradigm shift from manual research to real time, on-demand information facilitated by today's information technology.

LIBRARY USAGE

When asked about the primary reason for using the interim library, participants replied:

REASON	PERCENT
Location	26.0
Lack of better alternative	13.0
Research/information gathering	11.0
School / education	8.5
Read or borrow books	8.0

Other notable findings of the survey were:

- A majority of all respondents (96.2%) were either very supportive (75%) or supportive (21.2%) of building a new, larger library.
- A majority of the respondents (93.9%) were very supportive (70.9%) or supportive (23%) of seeking grant funds for construction a new Hesperia Branch Library.
- Finally, a majority (63.5%) was very willing (19.6%) or somewhat willing (43.9%) to make a personal, voluntary contribution to fund a portion of the new library. Of those, 73.2% would contribute up to \$25.

COMPREHENSIVE DEMOGRAPHIC ANALYSIS

The proposed Hesperia Branch Library Stakeholders Committee and city staff conducted a comprehensive review of the library service area demography. The needs that were presented throughout this section were cross-tabulated against community demographics to ensure that no group of library users was being overlooked.

Two public library design workshops were held in the March 2002 for the purpose of soliciting input on the design of the proposed Hesperia Branch Library. An aggressive media campaign was initiated in order to attract a large audience to these workshops. The city's architect presented an informational PowerPoint presentation on the library development program at each workshop and attendees were surveyed on their opinions relative to a number of design issues ranging from aesthetics to book stacks. This public outreach was instrumental in the final conceptual design of the facility and the integration of the many desired library service needs relayed throughout the process.





SECTION 3

EXECUTIVE SUMMARY – COMMUNITY ANALYSIS

OVERALL FINDINGS

After methodically analyzing the most recent demographic and community information, and since Hesperia does not have a library per Library Bond Act Regulations, there is a resounding unequivocal need for a new Hesperia Branch Library. The high demands for library services as documented in extensive outreach efforts and consultations with local governmental agencies, schools, and community organizations further underscore the need to build a Hesperia Branch Library. Supported by all segments of the community, the City of Hesperia, Hesperia Unified School District, and San Bernardino County Library are poised to fully integrate a new library into the city and enhance the quality-of-life and educational resources for its residents and K-12 students.

GOVERNMENTAL AGENCIES

There are three primary governmental agencies involved in advancing and articulating the agenda for a new Hesperia Branch Library. As the applicant, the City of Hesperia is the lead in the endeavor. The City Council and Executive Management staff are committed to the project and invested thousands of hours of human and capital (monetary) resources. The City has pledged and committed to the 35% required local match for the project. Members of the City Council and Executive Staff are actively engaged in three committees, each devoted to bringing the library project to fruition. These committees are the: (1) Library Stakeholders Committee, (2) Library Construction Advisory Committee, and (3) Tri-Agency Committee. The City has also executed a Joint Use Cooperative Agreement with the San Bernardino County Library (SBCL) and Hesperia Unified School District (HUSD) for the purpose of providing library services that are specifically targeted to, and benefiting K-12 students.

The SBCL currently provides limited library services to Hesperia residents. It realized the growing need for services to accommodate the burgeoning Hesperia population. Therefore, the County of San Bernardino agreed to become a party to the Joint Use Cooperative Agreement and provide library services in Hesperia for a 40 year period and provide the necessary financial resources to underwrite annual operating expenses.

The Hesperia Recreation and Parks District (HRPD) offers recreation and parks programs to Hesperia residents. It is separate and distinct from the City and funded by a Lighting and Landscape District Special Assessment. The HRPD is actively engaged in promoting the new library agenda and interested in providing support services. It seeks additional spaces for community events and programs.

SCHOOL AGENCIES

Hesperia Unified School District (HUSD), housed in portables not far from the City Hall, has (18) schools within its jurisdiction and is struggling to keep up with the classroom demands. Its 2002-03 enrollment is projected at 15,520 and growing annually at a rate of 6.15% (18 year average). The Districts goal is to raise their API scores to 800 (from 620 in 2001) by the year 2010 instead of the State goal of 2020. This is an aggressive goal and they need to capitalize on every educational opportunity in which they can participate. They are actively engaged in implementing the Library Joint Use Agreement with the County and City, and



addressing those needs expressed through the community surveys. The HUSD lacks school collections and its small individual campus libraries are open very limited hours. They also lack quiet study areas, adequate computer and technology resources, and other learning resources.

Victor Valley College is another educational institution serving the city. It represents another opportunity to provide library services to Hesperia residents.

EDUCATIONAL ATTAINMENT

The overall average K-12 API for HUSD students (2002) is 636, a 2.5% increase over 2001 API scores (620). The API target for 2003 is 644.

COMMUNITY ORGANIZATIONS – SERVICE NEEDS

There are numerous organizations with diverse backgrounds and interests that are an active part of the community. Business organizations like the Hesperia Chamber of Commerce are but one example. The Friends of the Library, and many other service groups and non-profit organizations yearn for a new library. Whether using the proposed Computer Center, meeting or study rooms, these groups are anxious to develop partnerships with the new Hesperia Branch Library and provide specialized programming for K-12 students, children, seniors, and the general public.

COLLECTIVE SERVICE NEEDS

Collectively, the needs of government agencies, schools, community groups are similar and framed the Library Plan of Service and Building Program. A Computer Center, Learning & Career Resources, Study and Meeting Rooms, and Electronic Technology Resources are some of the joint initiatives being pursued for the new Hesperia Branch Library.

DEMOGRAPHY

Like many cities in California, Hesperia has experienced a tremendous population growth since the 1980's. In the last 20 years, Hesperia's population increased by 362%. All 62,582 citizens of Hesperia currently enjoy the affordable housing and High Desert lifestyle. The population is expected to reach 89,882 by the year 2020. Hesperia is a young city where the median age is 32 years (U.S. Census 2000). Over 28% of the city's population is comprised of school age children. With affordable housing (most affordable region in the state), award winning municipal water (best water in continental United States), and pollution-free air, Hesperia will continue to attract young families, adding more school-age children requiring library services.

Hesperia is also an attractive location for industrial and commercial ventures seeking to escape from the high priced urban areas. Its affordable land and labor result in significant cost savings for those with the entrepreneurial spirit. Labor rates average about \$1.00 less per hour for similar occupations when compared to other cities "down-the-hill" (Riverside/San Bernardino). The City boasts hundreds of acres of prime industrial and commercial land along I-15, the major interstate artery connecting Los Angeles to Las Vegas. Some 55 million cars pass through Hesperia annually on I-15.

Hesperia's per capita income is \$15,487, compared to the State at \$22,711, and the nation at \$21,587. Even so, nearly three-quarters of Hesperia's homes are owner-occupied, making the American dream a reality for many in Hesperia.



COMMUNITY ANALYSIS

The following section represents a comprehensive community analysis of the City of Hesperia (the library and project service area).

GOVERNMENTAL AGENCIES

CITY GOVERNMENT

The City of Hesperia was incorporated in 1988. The city is governed by a five member City Council, led by a Mayor, with day-to-day operations the responsibility of a City Manager. The Hesperia City Council and Executive Management Team consider the proposed Hesperia Branch Library to be the most important capital development project. This project represents the first phase of an aggressive redevelopment effort in the City of Hesperia. The Council has pledged unwavering support ever since the library project was nothing more than a long-term goal. Most recently, the City Council, by resolution, pledged to provide the necessary 35% local match required by Library Bond Act Grant regulations. This allocation of funds represents the single largest capital item ever contemplated in Hesperia. To date, the Council has authorized staff to expend hundreds of thousands of dollars of city resources to advance the Hesperia Branch Library project.

Council members have also played an active role in the public outreach process. They have participated in fund raising events, served on the Library Construction Committee, and other public engagements wherein the library project was advocated. The execution of the Joint Use Cooperative Agreement is but one more example of their commitment to the project.

CITY COUNCIL MEMBERS

Mayor Dennis Nowicki
Mayor Pro Tem Tad Honeycutt
Councilmember Jim Lindley
Councilmember Ed Pack
Councilmember Rita Vogler

CITY MANAGER AND EXECUTIVE MANAGEMENT

The Hesperia City Manager, Robb Quincey, department heads, division managers, and other staff have been strong advocates and contributors throughout the campaign to build a Hesperia Branch Library. From site selection to land use planning, city staff has been dedicated to bringing this project to fruition. Scores of employees have voluntarily donated money to the project, and many have, and continue to have funds deducted from their bi-weekly paychecks to donate to the library. This level of commitment is a true testament of solidarity towards a common goal: BUILDING THE HESPERIA BRANCH LIBRARY!

Steven Lantsberger, CED; Economic Development Director has been the city's project manager since inception. His leadership and consensus building has kept the project on time and on task. His real estate background assisted in the city in their real property negotiations that ultimately led to the city's optioning of 27.4 acres for the library/government center project. Most recently, he orchestrated and facilitated the purchase of 9.74 acres of which four (4) are the dedicated library site.

City departments provide not only basic services such as management, records, and redevelopment but also water, sewer and fire protection. All department heads and division



managers were interviewed during the course of this project's development. The Community Development Department spearheaded the CEQA compliance and the land entitlement processes.

There are, and will continue to be, many Hesperia Executive Staff members involved in the planning, design, and ultimate construction of the new library. Each staff person is highly qualified and an expert in his/her respective field. Those listed below, plus others from various City departments have been intimately involved in library service development and the grant application.

Title	Name
City of Hesperia	
City Manager	Robb Quincey
Deputy City Manager	Rodney Foster
Economic Development Director	Steven Lantsberger, CED
Community Development Director	Tom Harp
Director of Development Services	Mike Podegracz
City Clerk	Vicki Soderquist
Public Information Officer	Kim Summers

The City wishes to expand and enhance community library services by building and maintaining a new Hesperia Branch Library. The San Bernardino County Library staff (employed by San Bernardino County Library to provide library services in Hesperia) is highly touted and recognized by residents and service users for their unparalleled service. The City continues to pledge support to the library with financial and human capital.

The City has realized the need to attract more businesses with the large labor force and to help improve and balance the quality of life in Hesperia. They are seeking to achieve this goal in two ways:

- First, is to encourage development by welcoming new businesses through expedient permitting and entitlement processes. The City offers inexpensive land options, and building lease rates are substantially lower than other, more urbanized southern California locations.
- Second, is to ensure a highly educated labor force. One opportunity to support this goal identified by the City, is to partner with the San Bernardino County Library and the Hesperia Unified School District, to improve and expand library services.

INVOLVEMENT

The City actively participates in three (3) separate committees focused on the library project:

- Library Stakeholders Committee
- Library Construction Advisory Committee
- Tri-Agency Committee

LIBRARY STAKEHOLDERS COMMITTEE

As stated under the methodology in Section 2 of this Needs Assessment, the City of Hesperia formed the Library Stakeholders Committee to help determine the needs of the community and address them by building a new library facility. This committee is responsible for orchestrating and preparing the Community Needs Assessment, Plan of Service, Library Building Programs preliminary plans, Joint Use Agreement, grant application, site selection and site acquisition, and costs for all aspects of the project from building and books to utilities and operating costs.

LIBRARY CONSTRUCTION ADVISORY COMMITTEE

The City established the *Library Construction Advisory Committee* consisting of (2) City Council members, (1) HUSD School Board Member, County Librarian, (2) citizens at-large, and Friends of the library. They were selected based on their leadership and representation of the community. This committee will review all information relevant to the needs and physical development of the new library. The committee has also offered input on the initial design and sizing of the library and offered their individual expertise in this endeavor.

The architect conducted several workshops that were designed to gain community consensus and develop the unique story of Hesperia that forms the framework for design of the new library. The first workshop focused on exploring Hesperia's cultural heritage and the physical attributes of the City and the surrounding areas. Hesperia's rural atmosphere was a resounding theme at the first public library workshop held on March 21, 2002. The community offered input on design features of the proposed library that were to be incorporated into the first rendering and library programming.

The second workshop, held on March 28, 2002 further developed and refined ideas and concepts for the new library facility.

TRI-AGENCY COMMITTEE

The Tri-Agency Committee has been meeting for several years to encourage communication and solve issues between the Hesperia City Council, Hesperia Recreation and Parks District Board, and Hesperia Unified School District Board of Trustees. In 2001, they began discussing the need for expanded library services as part of their meeting agenda. The members are as follows:



<u>Title</u>	<u>Name</u>
City of Hesperia	
Mayor	Dennis Nowicki
Mayor Pro Tem	Tad Honeycutt
Manager	Robb Quincey
Hesperia Unified School District	
Superintendent	Richard Bray
Board Member	Eric Swanson
Board Member – Alternate	Nellie Gogley
Hesperia Recreation and Parks District	
General Manager	Cal Camara
Board Member	Richard Lupton
Board Member	Mike Limbaugh

Because of their collegial attitude and commitment to their core constituencies, the Tri-Agency Committee was able to help broker the Joint Use Cooperative Agreement between the HUSD, City of Hesperia, and SBCL. It was also the consensus of the Tri-Agency that the Hesperia Recreation and Park District play a role in the future development of the civic plaza that would surround the library site.

SAN BERNARDINO COUNTY LIBRARY

As noted in the Providence Associates, Library Facility Master Plan, the San Bernardino County Library (SBCL) was established by resolution of the Board of Supervisors on July 14, 1913. In September of that year, a tax rate of one and one half cents (\$0.015) per \$100 of assessed valuation was established for the County Library. This is the same rate today. There has been no change in almost 90 years!

Currently, the County Library has 28 facilities and 3 bookmobiles. They service an area of 20,000 square miles which makes San Bernardino the largest county in the lower 48 states.

With the state legislation in 1994 eliminating the “Special District Augmentation Fund”, the property tax rate was permanently reduced by 40%. Since the County Library receives 85% of its funding from property taxes, this action significantly lowered the library’s ability to allocate funds for capital projects. In addition, the SBCL is not included in the County’s jurisdictional Capital Improvement or Renovation Budgets.

For many years the SBCL has been struggling to maintain the library services and hours of operation. They have become very creative and resourceful in maintaining the needs of the public, both in the physical environment and the service aspects. This is extremely evident with the high approval rating of the county staff in Hesperia, as recorded in not only the telephone survey, but also noted in all of the focus groups comments.

INTERIM LIBRARY IS TOO SMALL

As stated further in this assessment, Hesperia temporary library service facility ranks the lowest in square feet (.08) per capita compared to the other 28 branch libraries. The SBCL’s collections allocated to Hesperia also ranks lowest. However, Hesperia residents’ need for library services generates the third highest circulation factor in the entire SBCL system. A



larger, permanent facility is necessary to allow the SBCL to improve and expand the services as addressed in the Community Needs Assessment. Within the SBCL Facilities Master Plan, providing a Hesperia's Branch Library has been identified as a Tier I (highest priority) project.

Because the City of Hesperia has committed to build the library and provide the necessary construction funds (with the assistance of Library Bond Act Grant funding), the County Librarian is extremely supportive. Through his efforts the San Bernardino County Board of Supervisors has committed to providing library services for 40 years in the new Hesperia Branch Library. The SBCL has also committed to operating the new facility for the city, and providing additional services outlined in the Joint Use Agreement executed by the City, HUSD, and the County Library. Because of the expertise of the County Librarian and Facility Manager, they were intimately involved in developing the Plan of Service for the proposed Hesperia Branch Library. Other SBCL staff and consultants assisted them.

INVOLVEMENT

Key San Bernardino County Library staff members are shown below. The County Librarian will set policy for the new library, while the Facilities Manager and Hesperia Branch Manager will orchestrate relocation of existing library resources to the new facility. The Regional Manager, who has a management role over half of the 28 branch libraries, will supervise the day-to-day operation of the new Hesperia Branch Library. She enforces the policies of the SBCL, performs staff evaluations, and is a "go-to" resource for all issues for all SBCL staff.

<u>San Bernardino County Library</u>	<u>Name</u>
County Librarian	Ed Kieczkowski
County Library Facility Manager	Patricia Laudio
Regional Manager	Cheryl Erickson
Hesperia Branch Manager	Ann Marie Wentworth

The San Bernardino County Board of Supervisors played a critical role in the development of the proposed Hesperia Branch Library concept and this grant application. They approved the resolution to provide library services for a period of 40 years.

San Bernardino County Board of Supervisors

Chairman Dennis Hansberger
Supervisor Bill Postmus
Supervisor Paul Biane
Supervisor Fred Aguiar
Supervisor Jerry Eaves

HESPERIA RECREATION AND PARKS DISTRICT

Hesperia Recreation and Parks District (HRPD) is separate and independently administered non-profit organization. It is not affiliated nor a special district of the City and is funded by a special annual assessment. It has its own organizational structure, programs, and facilities. HRPD has been serving all of the age groups within the community of Hesperia since 1957. Some of their many programs include the operation of Hesperia Lake and associated activities (all ages), preserving historical sites, memorial tree groves, and equestrian councils.



HRPD owns and operates two (2) community/gymnasium centers, a Youth /Teen Activity center, Equestrian office, Lake center, and Raceway and Power Play center (skating). There are a few meeting rooms within the community centers, one of which holds up to 250 people but are dedicated to receptions and dinners only. None of these facilities are have contemporary technology amenities.

HRPD also provides an "After School Activities Program" (A.S.A.P) at 13 of the 16 local schools. As stated in its program description, A.S.A.P. is intended to provide safe and wholesome environments for children during after school hours to help deter them from gang, drug, alcohol, tobacco, and graffiti involvement.

HRPD is actively engaged in the design of the new library. They have specific interest in landscaping and the potential of integrating the new library into their park system. The availability of parking courts and landscape open space may lend itself to more recreational activities, and truly enhance the library's multiple-use intent. HRPD will participate in the selection of the exterior landscape elements and use of outdoor activities of the library. In addition, they have expressed the need for more facilities dedicated to meetings rooms for lectures and training as opposed to banquet rooms where food is being emphasized. Cal Camara is the General Manager of HRPD, and also serves on the Tri-Agency Committee referenced earlier.

SCHOOL AGENCIES

Hesperia Unified School District (HUSD) is the largest governmental employer in Hesperia with over 1,360 employees. HUSD provides public education services for kindergarten through senior high school students. The district encompasses some twelve (12) elementary schools, two (2) middle schools and two (2) high schools. In addition, they oversee a continuation high school and one alternative education center. To accommodate the student population there are 752 classrooms district wide, of which 365 are permanently constructed classrooms and 387 are classified as portable or relocatable classrooms. Hesperia's percentage of portable classrooms is 51.5%.

In school year 2002, HUSD provided services to 15,520 students. Historical enrollment data indicates that the HUSD has been growing at a rate of 6.15% per year when averaged over an 18-year interval.² The school district has been juggling the portables to accommodate the expanding and shrinking student populations in both elementary, middle and high school segments.

Name	Address	Enrollment	Grades
Carmel Elementary	9321 Glendale Avenue	710	K-6
Cottonwood School	8850 Cottonwood Avenue	720	K-6
Desert Trails High School	16527 Lemon Street	130	9-12
Eucalyptus School	11224 Tenth Avenue	689	K-6
Hesperia High School	9898 Maple Avenue	1,850	9-12
Hesperia Junior High	10275 Cypress Avenue	1,226	7-8
Hollyvale Elementary	11645 Hollyvale	470	K-6
Joshua Circle School	10140 Eighth Avenue	772	K-6
Juniper School	9400 I Avenue	696	K-6
Kingston School	7473 Kingston Avenue	920	K-6

² School Facilities Report 2002, Hesperia Unified School District, Exhibit A, Enrollment Certification / Projection, State Allocation Board-Office of Public School Construction Report

Lime Street School	16852 Lime Street	882	K-6
Maple School	10616 Maple	642	K-6
Mesa Grande School	9172 Third Street	783	K-6
Mesquite Trails	13884 Mesquite	711	K-6
Mojave High School	16633 Lemon Street	205	9-12
Ranchero Middle School	17607 Ranchero Road	1,265	7-8
Sultana Middle School	17311 Sultana Street	2,162	9-12
Topaz Elementary	14110 Beech Street	687	K-6

Source: San Bernardino County Directory of Public Schools – 2002-03

An elected five member Board of Trustees governs the HUSD. The Board of Trustees are as follows:

Jack Hamilton, President
Nellie Gogley • Tim Hauk • Lori Nielson • Eric Swanson

Four private schools in Hesperia provide for a student population of approximately 805 Preschool and K -12 students whose needs also would be served by the Hesperia Branch Library.

ISSUES

LACK OF FUNDING OPPORTUNITIES

- In the past, HUSD has been successful in participating in State Bonds. The lack of stable local and state funding sources has precluded HUSD from constructing new, permanent facilities to accommodate student growth. School construction is lagging behind. To exacerbate their funding deficiencies for new facilities, HUSD has been unsuccessful in passing general obligations funds on three (3) separate occasions over the past 10 years. Although recent legislation reduces the required voter approval threshold from a 2/3 majority to 55 %, even the last attempt failed.
- The lack of funding for construction of new schools has become reality for many school districts. In order to provide an environment that is conducive to quality education, the HUSD continues to seek means of financing new facilities. Potential sources include increased development impact fees and special assessment bonds.

SUPPLEMENTAL EDUCATIONAL OPPORTUNITIES

Another goal for the HUSD is to seek other methods of supporting the current teaching environment. Historically, libraries are a resource for educators and students alike. HUSD strongly supports the construction of a new Hesperia Branch Library. HUSD does not currently have a comprehensive library for its numerous campuses. HUSD educators must rely on the SBCL's limited library services because its limited number of collections are widely dispersed among the District's 18 schools campuses.

JOINT VENTURE OPPORTUNITIES

As individuals from the school board and district staff members are part of the many city committees to further pursue the new library endeavor; they are also internally focusing workshops and board meetings to discuss the library project and opportunities it will provide to educators. Their expertise is realized in providing curriculum support programs and



resources for many joint use activities. Equipment, books and time will be donated by the school district to support these activities. Some of the Joint Use Cooperative Agreement services identified from the focus groups and surveys are for:

- Shared Electronic and Telecommunication Services accessed throughout the entire library
- Computer Center for not only the public but also classes to assist with student learning activities
- Learning and Career Resources that would focus materials on life-long learning for all ages. Materials would focus on:
 - o Homework resources including textbooks
 - o Resource Training
 - o Career resources and services
 - o Study and Community Rooms for student/teacher and parent/teacher activities

Each of these programs focuses on the needs identified in the Community Needs Assessment to augment the educational needs of K-12 students and their parents and/or caregivers.

VICTOR VALLEY COLLEGE

Victor Valley College is one of the most modern of the 108 community colleges in California. For more than 40 years, the history of the college has been entwined with the heritage and history of the Victor Valley and its residents. Victor Valley College's district includes an area of 2,200 square miles. The Victor Valley College Board of Trustees is the governing body of the college. The Board of Trustees works closely with local community and business leaders to establish programs and curriculum that will benefit the community at large. Victor Valley College offers 23 programs of study leading to an Associate in Science or an Associate in Arts Degree. Additionally, over 100 certificates of achievement are offered for satisfactory completion of programs of study. The campus encompassed 252 acres, with a Fall 2001 enrollment of 11,809. Its 2002-03 budget is \$39,969,199.

Unfortunately, the VVC campus is located in Victorville, which can pose some logistical problems for Hesperia residents. The collaborators in this library project will endeavor to provide opportunities for VVC to offer classes in the new library. This partnership mindset will further enhance the viability of the proposed library. Because VVC does offer certificate programs and special programs of study K-12, although more likely 9-12 students could take advantage of VVC classes in a state-of-the-art library setting.

COMMUNITY ORGANIZATIONS

Outside of the governmental and school organizations, the City has identified other community-based organizations that would benefit from the expanded library services. Some of the groups are identified as follows:

CHAMBER OF COMMERCE

The Hesperia Chamber of Commerce serves the business community in many ways. They produce a newsletter called the “Desert Star”, manage the High Desert Business Expo, organize business events such as mixers, networking breakfast clubs, luncheons and annual awards dinners. They also provide “Certificates of Origin” to businesses for overseas shipping activities and “Information Packets” to new residents. They have over 400 members and require space to meet on a regular basis. Currently they are utilizing restaurants and the Recreation and Parks banquet facilities. Both of these options are either too big or too small and not conducive to a business environment. There are little or no audiovisual capabilities for presentations in those venues, necessitating the transportation of portable equipment.

FRIENDS OF THE LIBRARY

One of the main objectives of The Friends of the Library is to provide “owned” reading material available to all the residents of Hesperia regardless of income level. This is a low-cost alternative that allows books and magazines into the homes of the community.

They also help support the library by selling used books and donating the proceeds to help buy more materials such as books, videos, and software etc. They are respected library advocates and community volunteers.

Currently, they have a small space at the temporary library facility, which is barely visible to library patrons. They share part of the workroom with staff. They are requesting a separate room dedicated to their use with ample shelving, small display case and a work area combined with a cashier area. They currently have approximately 25+ members.

Some of the other key groups identified by the City are Rotary, Kiwanis, Protect Animal Life (PAL) humane society, Certified Emergency Response Trainers (CERT) and Senior Leisure League. The seniors have a small center dedicated for their use and it is rented on a case-by-case basis. Other service clubs and groups have expressed a strong need for meeting space. Many times these groups cannot afford to rent other facilities or schedule conflicts prohibit them from utilizing any of the limited meeting rooms in the community. Non-profit organizations, many of which the City of Hesperia funds through its Community Development Block Grant Program (Mojave Deaf Services, One 2 One Mentors, Performing Arts Education Foundation, etc.) have an urgent need for free meeting space.

DEFICIENCY

The common deficiency these groups have identified with the library is lack of efficient meeting room space. Other resources the groups identified that would be beneficial are computer resources for research (on-line databases and the Internet).



DEMOGRAPHY

POPULATION CHARACTERISTICS

In 1980, Hesperia was a tiny, unincorporated town of 13,540 people (U.S. Census 1990), with 2 stoplights, a handful of stores, a post office, a few schools, temporary library. Within twenty years, the population had swelled to 62,582 and is projected to reach 89,882 by the year 2020, dictating an urgent need for a library.

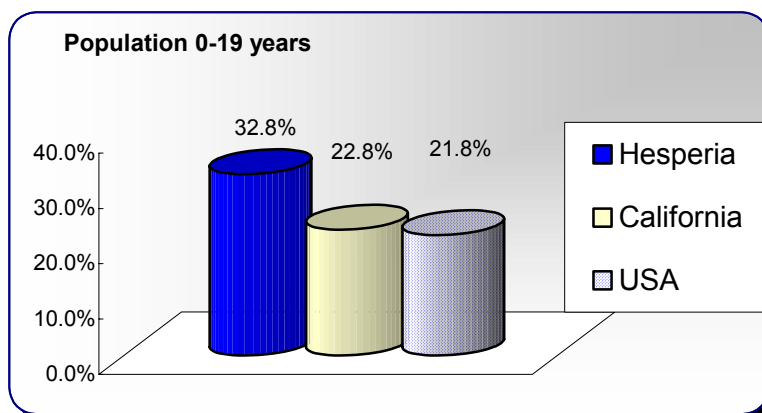
Overall, Hesperia has more young residents with the median household age being 32.82, which is similar to the state average 33.3 years old. Among our youngest residents is a large population of school-age children. In fact, school-age children, kindergarten through 8th grade, comprise over 25% of the City's total population.

On the other end of the spectrum, the greatest percentage of adults ages 45–59, with similar average of 27.9%, who will retire in 10-20 years, will enjoy the library services as seniors. The median age in Hesperia is 32, with the state average just slightly higher at 33.3 years. Hesperia's median age is three (3) years less than the national average.

Hesperia and the surrounding communities enjoy the lowest median home prices in the state. With affordable housing, good schools, award-winning water, and pollution-free air, it is likely that Hesperia will continue to attract young families. This would mean additional school-age children requiring library services.

YOUNG FAMILIES

The median age of a Hesperia resident is 32 years old (U.S. Census 2000). Among our young residents is a large population of school-age children. In fact, school-age children, (K-12) comprise over 28% of the City's total population (U.S. Census 2000). With affordable housing, good schools, award-winning water, and pollution-free air, it is likely that Hesperia will continue to attract young families, which in turn means additional school-age children requiring library services.



Source: United States Census 2000

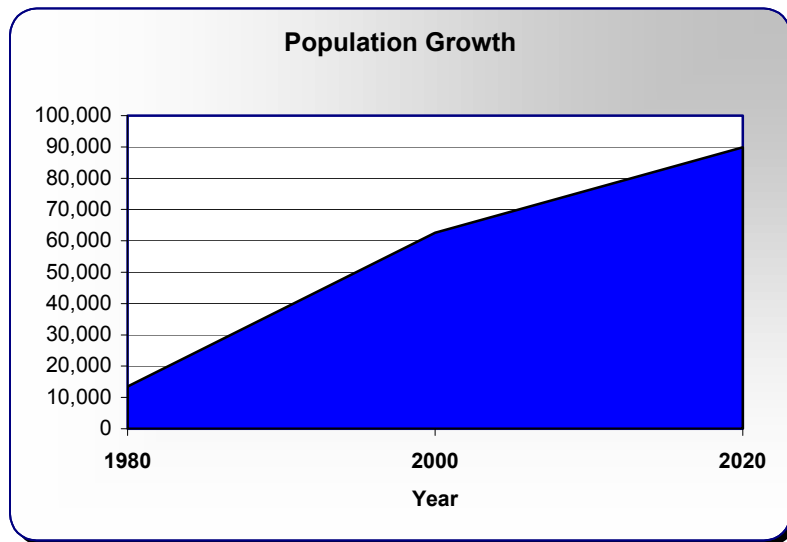
GROWTH

The City has experienced tremendous population growth in the last 15-20 years, adopting the community theme: "Hesperia ... At the Center of it All". As housing and real estate prices

continue to increase in Los Angeles, Orange, and San Diego counties, and recently in the lower Inland Empire, residents and businesses have migrated to Hesperia and the Victor Valley region. The Victor Valley region, of which Hesperia is one of the major cities, has the highest housing affordability ratio (68) in the State of California, according to the California Association of Realtors February 2002 Housing Affordability Index. This means that 68% of Hesperia and high desert residents have the ability to purchase a median-priced home in the area.

Although housing starts and residential real estate is very steady, commercial and industrial development has lagged. The closure of George AFB resulted in significant employment loss in Hesperia and the Victor Valley region. However, the Inland Empire region (Riverside and San Bernardino counties) is emerging as a prime location for industrial and commercial development. Because of limited job opportunities within the City of Hesperia, many residents commute to other cities for employment. Forty-three percent (43%) of Hesperia's workforces commute over thirty minutes to and from work daily. The time lost to commuting equates to less time for citizens to interact with their families or participate in the community.

Over the past twenty years, the now incorporated City has increased its population by 49,042 persons for a total of 62,582 (U.S. Census 2000), an increase of 362%.



Sources: United States

Census 1980, 2000 and Providence Associates (Table 1)

It is projected that over the next two decades, 2000-2020, because of the continuing migration to affordable housing and the high desert lifestyle, the population will continue to increase, reaching 89,882 persons by the year 2020.³ This additional increase of 44%, while understandably smaller than the dramatic numbers generated in the 20 years between 1980 and 2000, still represents an additional 27,300 people.

In terms of library size, when comparing twenty-eight (28) similar size county systems, the national average is .46 square foot per capita.⁴ When comparing nine (9) similar California counties to San Bernardino County, the average is .29.⁵ Compared to the other 28 branch

³ See Appendix 1 and 2 for Population Projections yearly growth ratios determined by Providence Associates from the California State Department of Finance, Demographic Research Unit.

⁴ See Appendix 4 for Providence Associates report on comparing (28) similar county systems in the nation in library square feet per capita.

⁵ See Appendix 6 for Providence Associates report on comparing (9) similar county systems in the state in library square feet per capita.

libraries within the San Bernardino County, Hesperia Branch Library has the lowest ratio of .08 square feet per capita. The average in the County is .21.⁶

SBCL's temporary square footage per capita ratio is .0776 or .08, which is calculated by dividing the facility's square footage into the population of 62,582. Library functions are provided in one of the smallest buildings in the County Library System, that conversely has the third highest collection circulation rate.

SCHOOLS' ACADEMIC PERFORMANCE INDEX

Several years ago, the State of California passed a "Public School Accountability Act" that implements a state standard test utilized by all districts to measure the academic performance and growth of schools. The test is the Stanford 9 Form T, which is part of the state's Standardized Testing and Reporting (STAR) program. Based upon the collective score on the SAT 9, schools receive an Academic Performance Index (API) score.

The API has a scale from 200-1000 score in which the established goal for all schools in the state is to reach 800 by year 2020. The first year a base score was established, and subsequently, growth is measured by how well the particular district is moving toward that 800 goal.

Also indicated is a similar school's ranking within the state (1 being low and 10, high). There is substantial controversy now within this program, as more analysis is needed to determine the true results of these rankings within such a large context as the State of California.

Hesperia's Unified School District (HUSD) set a goal of reaching an API score of 800 by 2010 for all of their schools.

GOAL ACHIEVEMENT METHODS

- To achieve this goal, the District has incorporated other tests to evaluate effective teaching methods including utilization of the Criteria Reference Test (CRT). These tests are required by the District, and are to be given as much as four times per year. CRT testing also includes extensive evaluation and follow-up. One of the activities with the CRT is to look at the academic successes individual teacher's are having and share instructional strategies with other teachers.

The following is a chart averaging the elementary, middle and high school's 2001 API scores, both within the district, and compared to the statewide and similar demographic schools rankings. Although they seem marginal, Hesperia's scores have been slowly rising from their original base year. To keep focused the district is looking for additional ways to help the students.

⁶ Based upon the San Bernardino County Library Facility Master Plan.

2002 API				
Schools	Hesperia (HUSD) Base	Hesperia 2003 Target	Entire State (Rank)	State Similar Schools (Rank)
Elementary				
Carmel	680	686	5	4
Cottonwood	676	682	5	2
Eucalyptus	643	651	4	3
Hollyvale	688	694	5	5
Joshua Circle	603	613	2	1
Juniper	742	745	7	9
Kingston	697	702	5	3
Lime Street	676	682	5	6
Maple	670	677	5	4
Mesa Grande	729	733	6	9
Mesquite Trails	734	737	7	2
Topaz	601	611	2	1
Average	678	684	5	4
Middle School				
Hesperia Junior	609	619	3	2
Ranchero	650	658	5	1
Average	630	639	4	2
High School				
Hesperia	563	575	3	2
Sultana	641	649	5	6
Average	602	612	4	4
K-12 AVERAGE	637	645	4	3

Source: California Department of Education-2002 Academic Performance Index Base

POVERTY

The poverty rate in Hesperia is 10%, of which 8.35% are residents who are under 65 years of age. This is well below the state average, which is 14%, and the national rate of 13.30%.

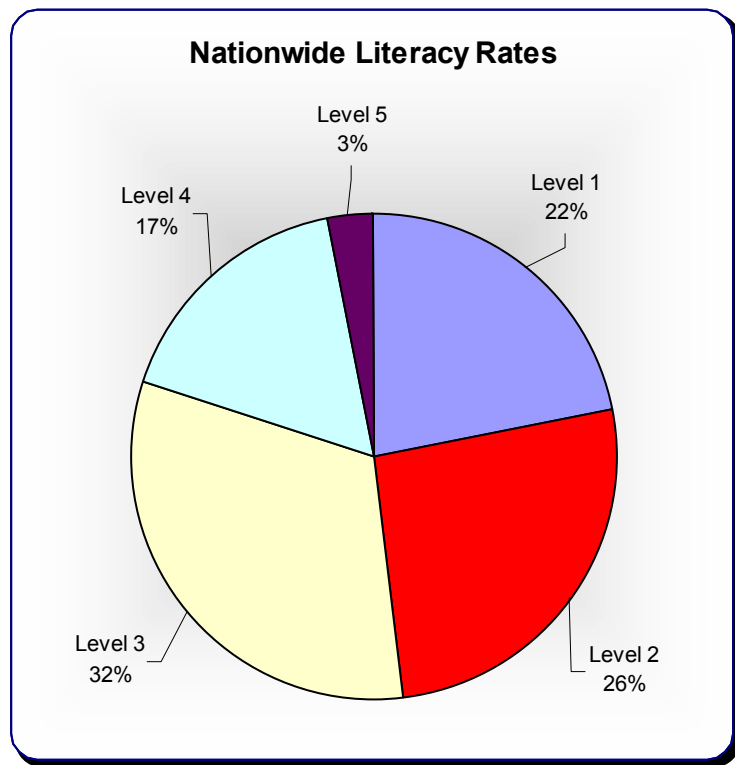
PER CAPITA INCOME

The per capita income of Hesperia residents at \$15,487 is 31.8% lower than the State (\$22,711), and 28.3% lower than the national per capita income (\$21,587).



LITERACY RATE

Literacy rates are ranked in Levels from 1-5, one being the lowest. As described by the National Adult Literacy Survey (NALS), Level 1 adults can perform many tasks involving simple texts and documents, but display difficulty using certain reading, writing and computational skills considered necessary for functioning in everyday life. For example, some of the skills adults at Level 1 could *not* perform are locating intersections on a street map, locating two pieces of information in a sports article, identifying and entering background information on a social security card application.



Source: National Institute for Literacy; 1992

The State of California literacy percentage for Level 1 is 24% and for Level 2 is 22%, while Hesperia's literacy percentage is slightly better than the state average at Level 1 at 21%, but Level 2 at 28%, is higher than California and the nation.

This information was obtained through the National Institute for Literacy (NIFL) web site. This organization is two-fold by providing programs and services. The programs developed are for Adult Literacy and include content standards for education, LINCS literacy database, and disseminating reading research to teachers. NIFL provides information pertaining to America's Literacy Directory (ALD), facts, policies, legislation, and research.

In 1992, the NIFL conducted a comprehensive statistical study of the data on literacy in the United States which is referred to as the National Adult Literacy Survey (NALS).

UNEMPLOYMENT RATE

Hesperia's unemployment rate in January 2003 was 6.9% (California EDD, Labor Market Division, <http://www.calmis.cahwnet.gov>). Hesperia's unemployment rate is just under the state average of 7.0% (EDD). The national unemployment rate, seasonally adjusted, is 5.70% (U.S. Bureau of Labor Statistics), almost one and one-quarter percent lower than Hesperia.

POPULATION BY AGE

YEARS	HESPERIA	STATE	NATION
Under 5	7.90%	7.34%	6.80%
5 to 9	9.30%	8.04%	7.30%
10 to 14	9.90%	7.60%	7.30%
15 to 19	8.90%	7.20%	7.20%
20 to 24	6.00%	7.00%	6.70%
25 to 34	11.60%	15.40%	14.20%
35 to 44	15.70%	16.20%	16.00%
45 to 54	12.20%	12.80%	13.40%
55 to 59	4.00%	4.30%	4.84%
60 to 64	3.40%	3.40%	3.80%
65 to 74	6.10%	5.00%	6.50%
75 to 84+	4.39%	3.80%	4.40%
85+	1.00%	1.30%	1.50%

Source: United States Census 2000

POPULATION BY OCCUPATION

OCCUPATION	HESPERIA	STATE	NATION
Executive and Managerial	9.64%	13.85%	12.29%
Professional Specialty	8.61%	14.69%	14.09%
Technical Support	2.61%	3.76%	3.68%
Sales	13.70%	12.07%	11.78%
Administration Support	13.93%	16.57%	16.27%
Service: Private Household	0.38%	0.67%	0.45%
Service: Protective	9.47%	9.47%	1.72%
Service: Other	1.07%	10.02%	11.04%
Farming Forestry and Fishing	1.07%	2.73%	2.45%
Precision Production and Craft	21.30%	11.06%	11.32%
Machine Operator	4.39%	5.69%	6.83%
Trans. And Material Moving	7.43%	3.42%	4.08%
Laborers	4.96%	3.72%	3.94%

Source: United States Census 2000

It is interesting to note that California and the nation are very close in their average percentages. Where Hesperia differs is by having a smaller workforce in the Executive and



Managerial and Professional Specialty categories and a much higher percentage dedicated to the Service and Protective and Precision Production and Craft occupations.

The City of Hesperia is endeavoring to attract more businesses that would support a shift in the occupational composition from “blue collar” (laborers) to more “white collar”, professional jobs. By working with the school systems, community colleges, other educational institutions, and vocational schools, the City is committed to improving the skill sets of its workforce as an inducement to attract more diverse businesses.

MEDIAN HOUSING VALUES

This is much lower than the State of California average, which is \$289,550 (California Board of Realtors, February 2000). The national median is \$148,000 for existing homes and \$169,000 for new homes (US Department of Housing and Urban Development-4th quarter 2001). As stated before, people desiring affordable housing are moving to Hesperia, as the median new home price is only \$119,835.

POPULATION BY EDUCATIONAL LEVEL

Hesperia has the greatest percentages dedicated to High School degree with some college but is not strong in the completion of upper education degrees as compared to the state and nation. This is somewhat reflective in the lower percentages of upper management and executive occupations as listed above. Again, this is the 25+ age group; the younger generation is strong in their school enrollment figures.

POPULATION 25+ LEVEL	HESPERIA	STATE	NATION
Elementary	7.63%	10.70%	6.94%
Some High School (9-12) No diploma	18.77%	11.41%	11.46%
High School Graduate (12)	31.62%	20.54%	29.52%
Some College (13-15)	26.73%	22.53%	20.53%
Associates Degree Only	8.10%	7.39%	6.47%
Bachelor's Degree Only	5.35%	17.66%	16.08%
Graduate Degree	2.29%	9.82%	8.97%

Source: United States Census 2000

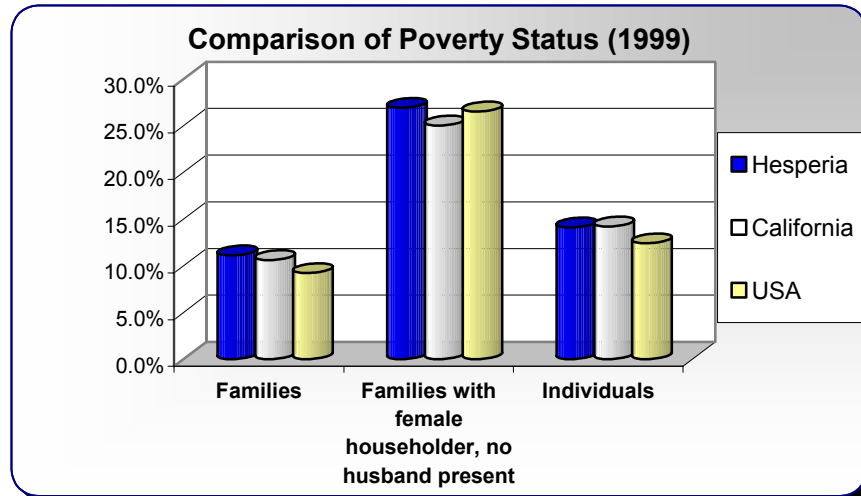
COMPARISONS TO STATE AND NATIONAL DEMOGRAPHICS

Today, a profile summary of Hesperia is that of a young, growing community with families needing improved education and increased learning opportunities, demographically similar on average to the State and nation. The noticeable differences are as follows:

- Marginal but slowly increasing API scores of 637 out of a desired goal of 800, however, 25% of the elementary schools have achieved scores in the 700+ range. Statewide, only 20% of elementary schools are at or above the performance target of 800. Another ranking format, which compares Hesperia

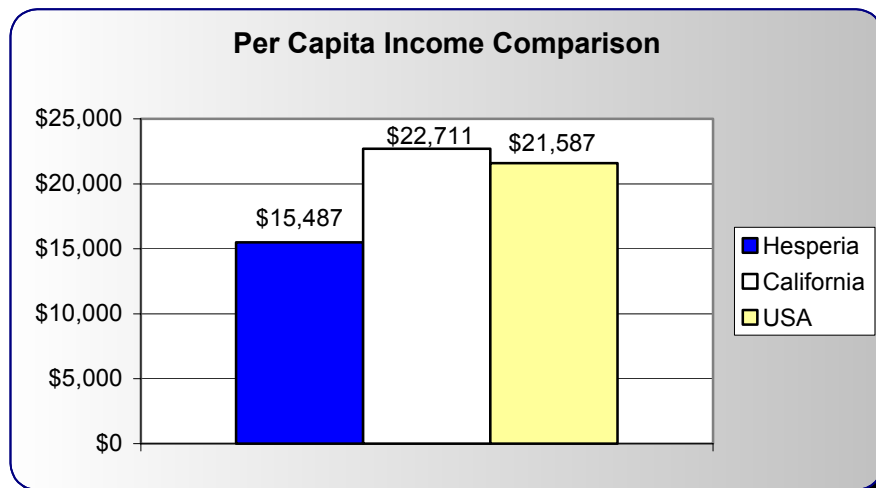
to the entire state and similar schools, places Hesperia fourth out of ten, with ten being highest.

- A 10% family poverty rate, lower than the State and nation, which are 14% and 13.3% respectively.



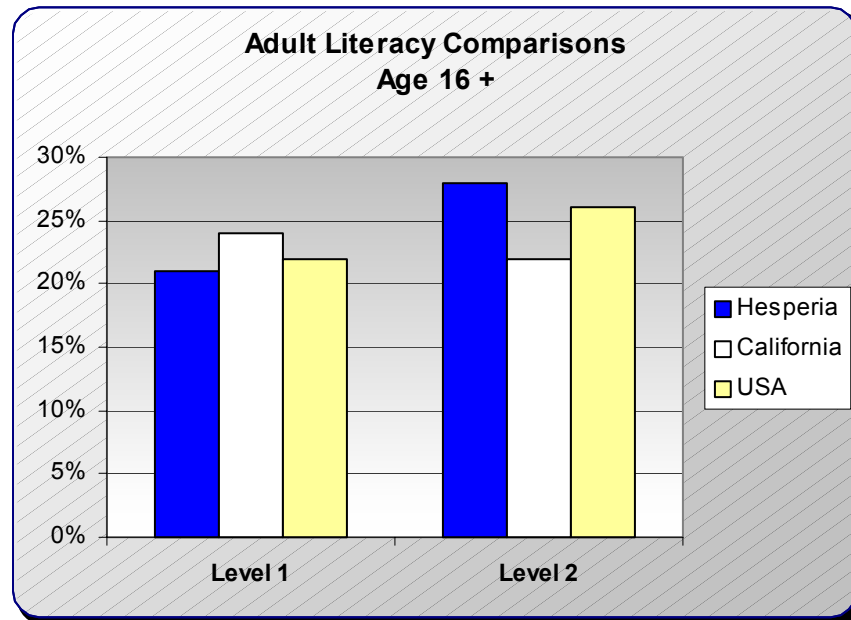
Source: United States Census 2000

- The per capita income of Hesperia residents at \$15,487 is 31.8% lower than the State, and 28.3% lower than the national per capita income.



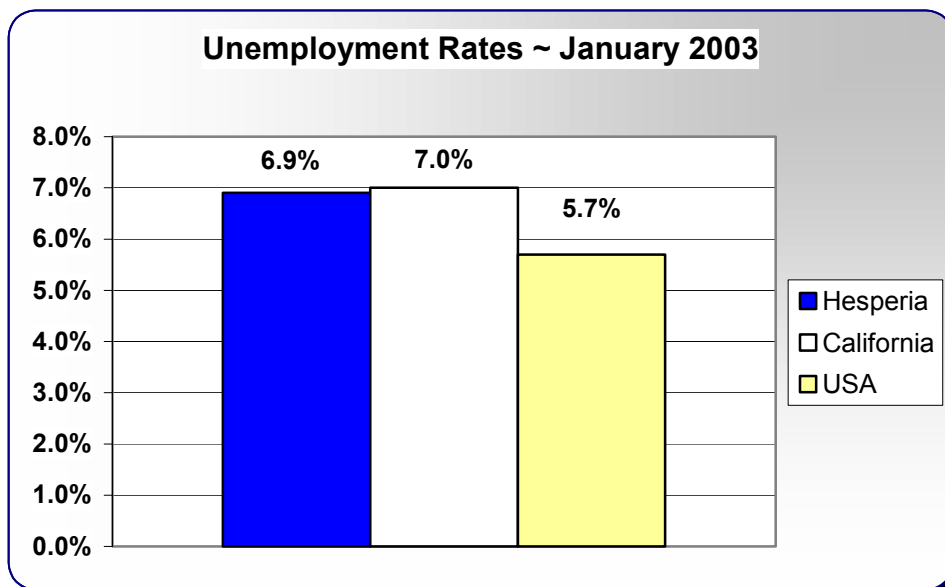
Source: United States Census 2000

- Average literacy percentage at Level 1: Hesperia - 21%, which is slightly less than the state percentage at 24% and national rate of 23%.



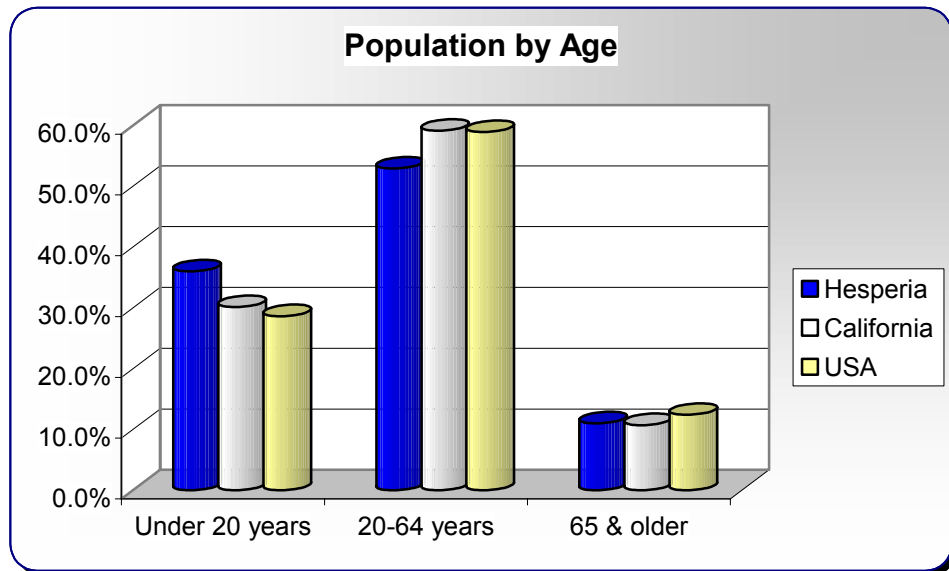
Source: National Institute for Literacy

- Unemployment rate is 6.2%, lower than the State at 6.4% and higher than the national rate of 5.7%.



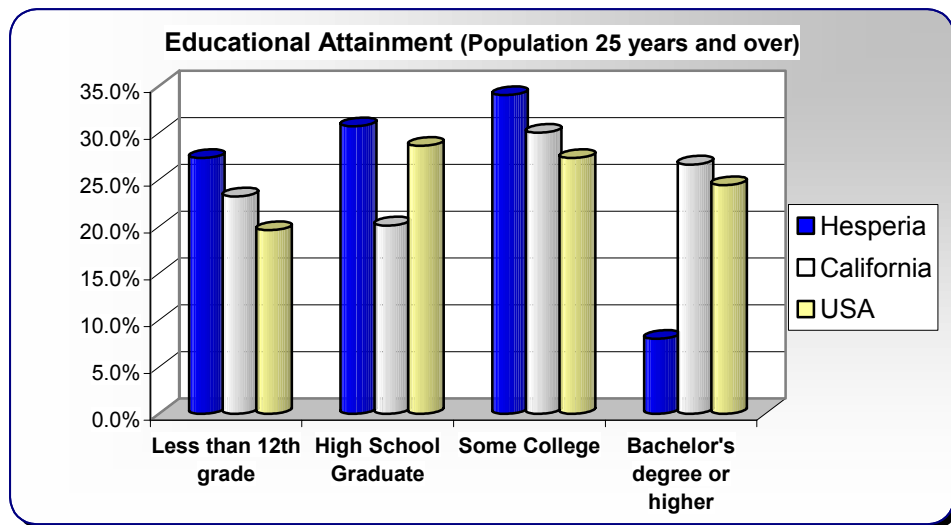
Sources: California EDD, US Dept. of Labor; 2003

- Over 25% of population is school age, and encompassed in K-12 grades.
Over 50% of population is under 34 years of age.



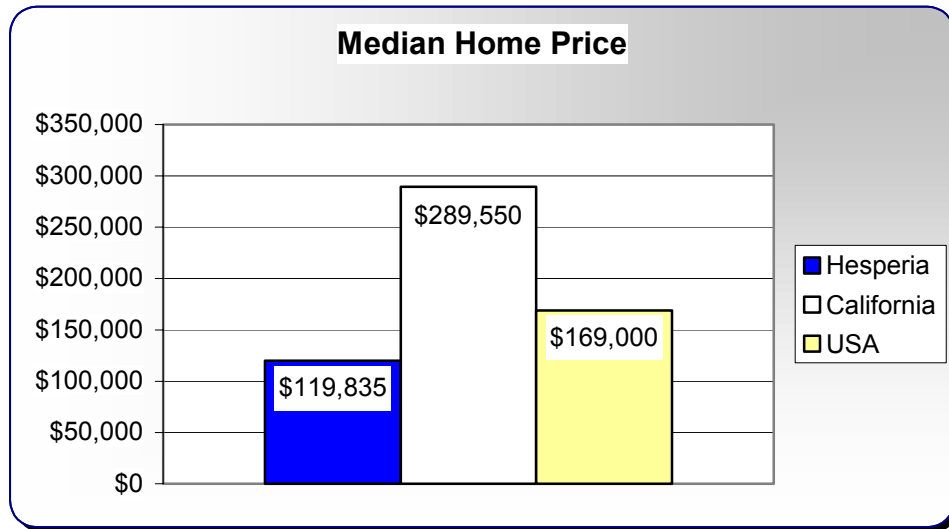
Source: United States Census 2000

- Only 17% of residents are employed in occupations at executive, managerial, and professional levels.



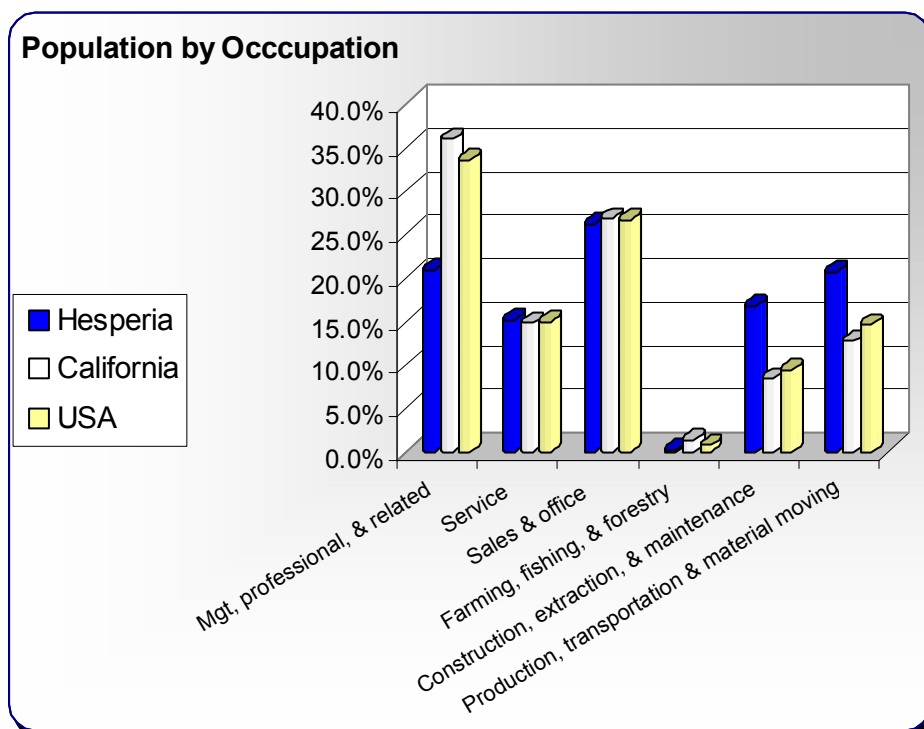
Source: United States Census 2000

- Median new home price is \$119,835, well below the State average of \$289,550 and the nation at \$169,000.



Source: California Association of REALTORS;
National Association of Realtors; 3rd qtr. 2002

- Low percentages (17%) of residents have post secondary degrees, including Associates, Bachelor's and Graduate. The Statewide average is over 33% and the nation is 31%.



Source: United States Census 2000

The following additional statistics were derived from a comparison of the 2000 United States Census:

- In Hesperia, 79%, or 15,775 of households (19,966 total) are comprised of families. Of the total households, 42.6% (8,500) have their own children under the age of 18. Married-couple families account for 58.9% of total households, while female householders (no husband present) account for 13.8%. The California and national percentages for married couple families are 51.1% and 51.7%. As evidenced by these statistics, Hesperia is home to more families than single parent or non-family households combined. This bodes well for the future of the City.
- The average household size is 3.12, which is greater than the California and national averages of 2.87 and 2.59 respectively.
- The population by race is high for White being 62.4% with the next closest race being Hispanic or Latino Origin at 29.4%. Other races including Black, American Indian, Asian, Pacific Islander, or other are represented by single digit percentages. In California, Whites account for 46.7% of the total population, while nationally they total 69.1% of the population.



SECTION 4

COMMUNITY CHARACTERISTICS



Evening view of the desert mountains surrounding Hesperia

Derived from the Greek word meaning “Star of the West”, Hesperia was named more than 100 years ago. Hesperia is located in the high desert 35 miles north of the City of San Bernardino. Most of the 70+ square miles of incorporated area are east of Interstate 15. Hesperia’s distance to the neighboring community libraries of Victorville and Apple Valley is significant. From Hesperia City Hall, the drive time to Apple Valley Library is 21 minutes (Expedia.com), and to Victorville Library it is 14 minutes (Expedia.com), making this option inconvenient, and time consuming.

EARLY HISTORY

The early history is typical to the American West. The “Mojave” Indians were probably the first to settle in the area. The first white man, a Spaniard, Father Francisco Garces, helped Juan Bautista de Anza cross the desert to establish an outpost in Arizona. Their crossing and camping in the area of the headwaters of the Mojave, which was 1½ miles southeast of Hesperia, was one of the first recorded group crossings. Later in 1845 the Mormon Trail, pioneered by Jedediah Smith, became a well-established east-west passageway with nearly 300-500 people per year traversing it.

In 1847, the railroad came to Hesperia. In 1885, the Hesperia Land and Water Company was established and moved quickly to establish water rights with the County of San Bernardino. Interestingly enough, the initial appropriation was sufficient enough to support a population of 56,500, which is slightly less than the current population of Hesperia. Water in California remains an important issue.



The early agricultural crops were grapes, which were either tray-dried and shipped as raisins or, turned into wine. The other production was wood for the fuel of the Los Angeles bakeries from the Juniper bushes. Unfortunately, this was short-lived, as oil became the primary source of fuel.





During the early 1900's and the advent of the automobile, Hesperia was the last stop on Route 66 before crossing the Cajon Pass. Unfortunately, Route 66 was realigned west of Hesperia.

Swish

CURRENT HISTORY

Although a young city (incorporated July 1, 1988), Hesperia's population has grown dramatically. In 1980, prior to incorporation Hesperia boasted a population of 13,540. The current population of 62,582 (U.S. Census 2000) reflects an increase of 362%. The population growth is primarily comprised of families seeking safe, affordable, rural, and educational environments. The City's motto - "City of Progress" - summarizes the vision of the community to create a City that attracts more businesses to improve and balance the quality of life in Hesperia.



Although military base closures in the High Desert have injected workers into the labor force, Hesperia's population increase over the past decade has generously contributed

to its youth-oriented populace. Hesperia has a greater percentage of residents under the age of 20 when compared to State and national statistics. Hesperia provides excellent education programs for its youth enabling them to be productive citizens whether they choose to pursue a four-year college degree in nearby undergraduate educational institutions, or employment after graduation from high school. Educational opportunities provided by higher learning institutions including California State University San Bernardino and Victor Valley Community College enable students to pursue full- or part-time studies. Each of these institutions is within commuting distance of Hesperia. There are also several private technical and vocational schools and programs.

Hesperia boasts forty-five houses of worship and relishes its ethnic diversity.

Racial and Ethnic Composition				
Race/Ethnic Origin	1990	Percent	2000	Percent
Amer. Indian/Nat. Alaskan	528	1.00%	1,551	2.55%
Asian/Pacific Islander	684	1.64%	1,392	2.2%
Black	1,305	2.36%	2,522	4.0%
White	33,861	67.00%	46,485	74.3%
Hispanic	9,343	19.00%	18,400	29.4%
Other	4,697	9.00%	10,682	17.1%

Source: United States 2000 Census

The sounds of commerce and industry can be heard throughout Hesperia. From the clacking of the Burlington Northern Santa Fe locomotives as they carry freight through the



heart of our industrial center, to the thump of goods being unloaded from trucks at local businesses, Hesperia's economic growth is assured.

Economic Growth and Trends					
	1980	1990	1995	1998	2000
Population in the City	13,540	50,418	58,603	60,900	62,582
Total Taxable Retail Sales, Hesperia	NA	\$257,288	\$206,856	\$258,446	328,000
Occupied Dwellings, Hesperia	NA	11,239	16,482	19,320	19,966

Sources: U.S. Census Bureau, Census 2000; Inland Empire Economic Partnership

Hesperia then and now is known for affordable land lots and attracts the average dreamer and investor. Recently with the population increase in southern California areas such as Los Angeles, Anaheim, Rancho Cucamonga, and San Bernardino, their property values and density per square mile have risen dramatically. The average density for these areas are: Los Angeles 7,436; Anaheim, 6,189; Rancho Cucamonga 2,941; and San Bernardino 3,130; while Hesperia has only 903 persons per square mile.



Hesperia has been attracting residents to more affordable housing and a better value for their hard earned dollar. The demographics above show that this community is comprised mostly of families seeking safe, affordable, rural, and educational environments.

Reminiscent of its start as a resort community, Hesperia residents have a wide choice of recreational opportunities. With an average temperature range of 64-78 degrees, outdoor events are popular at times when other parts of the country are buried in snow.

Nestled at the base of the San Bernardino Mountains, Hesperia Lake Park provides a scenic background of trees, with a lake and creeks where families can camp, fish, picnic or just watch the wildlife. Hesperia Golf and Country Club is an 18-hole, former PGA course. Equestrian competitions are showcased nearly every weekend at the Val Shearer Arena, and many people enjoy horseback riding in the Mojave riverbed. With the cool breeze of the Pacific Ocean just 90 minutes away and the snow-covered ski slopes of Wrightwood and Big Bear within an hour's drive, residents can surf and ski in the same day.



The Hesperia Recreation and Park District sponsors many annual programs. For fifty years, the City has celebrated the Annual Hesperia Days with a parade, rodeo 10K run, car show, games, and street vendors. Other events include the annual Street Fair, children's theater and art shows, slot car races, and other events geared towards seniors and teens.

Hesperia's affordable housing and low population density per square mile make it an oasis for residents seeking a warm, arid climate and an escape from the congestion and societal problems of the surrounding large urban areas. Too, it offers a business climate conducive to those companies wishing to relocate to a community offering reduced start-up and operating costs. Hesperia offers the best of both worlds – big time opportunity and hometown hospitality.



SECTION 5

FINAL EXECUTIVE SUMMARY

ANALYSIS OF LIBRARY SERVICE NEEDS

Understanding the community needs for library service in Hesperia begins with an analysis of the data collected from all community outreach efforts including direct engagement of governmental agencies, schools, focus groups and community organizations. Additionally, the comprehensive telephone survey provided the various library-planning committees with primary data relative to desired library service needs. Hesperia residents utilize library services extensively and desperately need a permanent library. The library service needs identified herein resulted from the many outreach efforts and were subsequently reviewed and refined to frame the goals, objectives, and service roles for the Hesperia Branch Library Plan of Service.

MEETING COMMUNITY NEEDS

In determining library service needs the community input, demographics, and characteristics are considered and woven into specific service requirements for the various library constituency groups and segments of the population. Based upon current and projected demographic trends, plus continued community involvements and direction, the proposed Hesperia Branch Library will meet the community needs below.

LIBRARY SERVICE LIMITATIONS

In assessing the identified community needs for the Joint Use Agreement, the City, County, and School District analyzed all of the responses given by the residents of the community especially in regards to the students and teachers desires. Three areas that appear to be lacking within the library concern collection, technology, and reader seats. They are further itemized and prioritized according to importance as follows:

- Increase in collection size (collection is less than 1 volume per capita and average should be approximately 2.5)
- Increase in collection content for homework including textbooks, learning and career and reference resources
- Increase in computers as a teaching, learning, and research resource on an individual and group basis
- Addressing the needs of one-on-one and group collaboration, both in rooms and open areas. Those needs most often identified were areas for homework, tutoring, training in life-long learning (career selection and parent/teacher programs, etc.)

COLLECTION SIZE

When asked about library service deficiency, the highest percentages of responses, over 55% on average, responded that the collection size allocated to the Hesperia area is woefully inadequate. There is no space to provide additional collections because of the interim nature of the facility that serves the population.

COLLECTION CONTENT

The county collection was developed to meet the Hesperia's needs in 1988. The content of the collection needs to shift to include more materials to help augment the education of K-12 students and support teachers and parents. Forty-five percent (45%) of students were in support of the library providing learning and career resources such as school textbooks,



career, homework, and college prep books. The telephone survey rated reference materials and book selection as extremely important with over 86% of respondents.

TECHNOLOGY

With technology being one of the fastest growing “core” competencies for libraries, the patrons of Hesperia expressed their desire that the Library should provide more computers and access to the Internet. The students and teachers responded with over 45-50% of their answers in favor of more computers. The phone survey also asked to rank the importance of a library facility to provide either a computer-learning center, private study rooms or community meeting rooms. The overwhelmingly greatest percentage was 74% for the computer-learning center, with the next highest at only 47% for study rooms. Support services and classes were also desired.

READER SEATS AND COLLABORATION SPACES

Thirty-three percent of students and teachers respectively expressed an overwhelming need for study rooms and/or places for tutoring activities. Of 13 items that the library should provide, the library users and non-users selected study rooms as their 4th highest priority. The Hesperia Unified School District, Chamber of Commerce, and Kiwanis Club members indicated their need for a large public meeting room. With California education scores at the lowest in the nation, schools are seeking new opportunities to help tutor academically at-risk children. Programs need support by providing resources and a place to gather. The Library is a target because it is open more hours at night and weekends than the schools.

HESPERIA UNIFIED SCHOOL DISTRICT LIBRARIES

The Hesperia Unified School District currently does not have a district staff member dedicated to unifying library service among the eighteen (18) schools. The service was previously available, but funding for the staff position was eliminated due to budget constraints. HUSD library hours are open one-half hour before to one-half hour after school ends for the day. This represents the greatest shortfall with school libraries; limited hours of service after school for research, finishing homework and tutoring.

All of the schools have various degrees of collection sizes and content. All were deficient in meeting the state recommended average of twenty (20) books per student. Books are acquired solely with yearly funding from the State of California – funding which is constantly being threatened with budget cuts. HUSD cannot provide any additional support for their library collections. There are neither formal processes nor activities of loaning collections among schools, nor are there any searchable card catalog databases. There was a wide disparity in staff experience levels. Some had formal library science education while others had no specialized training. Most have learned by trial and error. The interviews did identify some staff with Masters Degrees in Technology Sciences.

SUMMARY

The community has given a lot of excellent input in regards to the library services and activities that will meet their needs. Four goals that the Library Stakeholders Committee has developed for library service, have emerged from the assessments. As indicated in the Joint Use Agreement and the Plan of Service they are: (1) Access to information and resources utilizing the most current technology, (2) Augmenting the education of children and young adults through resources and services, (3) Enhancing the community’s personal, recreational and life-long learning opportunities through resources and services, and (4) Enhancing literacy and computer skills through programs for adults and families. Providing direct benefit K-12 students will continue as an overriding goal.



LIBRARY SERVICE NEEDS

The most pressing need is a new Hesperia Branch Library in which to provide library services.

In analyzing the library service needs for the Hesperia community, we look to understand the prioritized needs of each cross-section of the community from students, teachers, parents, businesses, and seniors. The library service needs of K-12 students have been given special consideration and initiatives to meet those requests are encompassed herein and throughout the Library Plan of Service. By comparing and contrasting the focus groups and the telephone survey data, we can begin to develop the future library service needs.

There are several common themes with overwhelming support from all groups surveyed. Four (4) areas that seem to be lacking within the present library are focused on collection, technology, and seats to study and tutor. They are further delineated and prioritized according to most important as follows:

ISSUES TO ADDRESS

- Increase in collection size (SBCL) collection allocation for Hesperia residents is less than 1 volume per capita and average should be approximately 2.5
- Increase in collection content for homework including textbooks, learning and career and reference resources (there is no ability to add content in the interim library service facility)
- Increase in computers as a teaching, learning, and research resource on an individual and group basis.
- Addressing the needs of one-on-one and group collaboration, both in rooms and open areas. Those needs most often identified were areas for homework, tutoring, training in life-long learning (career selection and parent/teacher programs, etc)

COLLECTION SIZE

Residents clearly believe that the SBCL staff does a good job meeting the basic needs with the limited space in which they have to work, but the patrons want more. The lack of space to provide additional elements such as books and study rooms is a serious deficiency and library patrons are demanding more library resources to meet their varied individual needs.

One of the telephone survey questions about the characteristics of the interim library facility indicated 89.6% of the respondents agreeing that a larger library would increase their usage of library services. The SBCL's survey of library users and non-users indicated 87% felt that a larger, permanent full-service library facility is essential to the community.

Indirectly, the other surveys reported the same findings. The students, teachers, and library user and non-user surveys by the SBCL and the Hesperia Unified School District (HUSD) validated the need for more collections when posed with a similar question – "What should the library provide?"

- Students: Over 62% of responses by students were for more books



- Teachers: Over 48% of the teachers responded affirmatively for more books
- Library Users and Non-users: Again, over 55% of the general public wanted the same thing - more books

These are the highest percentages dedicated to any one topic in this category.

Because of space constraints at the temporary library facility, there is no ability to add any more books unless reader's seats and computers are removed. This is not a viable option. The staff has even stated that a good deal of their time was dedicated to searching for books at their own facility.

COLLECTION CONTENT

The collection allocated to Hesperia was developed to meet the needs of the community in 1988. The community has grown and changed in its demographics to include more families and their needs differ from the citizens of fifteen years ago. The changing community demographic warrants a new, service-rich library facility that can meet the varied interests of all its user groups. Because of spatial constraints, the collection content cannot be expanded unless something else vital is removed from the paltry library service area.

The pressures of school academics, career and business performances have increased the need to assist in learning at all levels within the community. The content of the future collection can shift to meet Hesperia's needs specifically.

The collection content needs vary somewhat based on demography. The students' needs revolve around homework. The teachers and general public, who represent over 50% in the 21-65 age categories, have needs that revolve around reference materials.

- Students: The students indicated they need the library for research (39%) and work on school assignments (31%). When asked what the library should provide, the two highest responses were for collections dedicated to homework centers (46%) and school textbooks (42%). Gathering materials in one common area can combine these needs.
- Teachers: Fifty-two percent of the teacher's cited the need for a "homework center." Reference textbooks were also requested.
- Library Users and Non-users: When given six topics to choose from, the telephone survey indicated the highest level of "Very Important" ratings was attributed to reference materials (86%) and book selection (85%). These percentages were higher than videos, books on tape and magazines.
- The survey results ranked homework centers as the 3rd most important component to be provided by a new library. It is interesting to note that the public response to the need for the library to provide a literacy lab was very low (9%). Again, teachers indicated a lower priority in this area, too.

ANALYZING THE COLLECTION CONTENT

Within the San Bernardino County Library Facility Master Plan, Providence Associates compared the Hesperia library service area to the other 28 branch libraries within San Bernardino County, and the collection allocated for the city ranked 24th in collection size per capita. Hesperia has an allocated collection of 56,138 items, including 60 periodicals, for an average of 0.90 per capita of 62,582,⁷ with 1.13 being the average for the 28 branches.

In comparing the collection sizes of nine (9) California County library systems, San Bernardino County, at 1.20 per capita, ranks 7th out of the nine counties. Los Angeles County is the highest at 2.04 and Fresno County the lowest at 1.03. The average of the nine is 1.62 per capita.⁸

In comparing San Bernardino County with 28 other similar library systems in the Nation, the average collection per capita ratio is much higher at 3.0). San Bernardino County ranks last with 1.20.⁹

The following are comparisons of the ratios per capita that the new Hesperia Branch Library should consider based on the 2000 U.S. Census population of 62,582:

HESPERIA POPULATION	RATIO per CAPITA	COLLECTIONS NEEDED
Current		
62,582	0.90 Hesperia	56,138
62,582	1.13 SBCL	70,718
62,582	1.62 (9) CA Counties	101,383
62,582	3.01 Nation	188,371

SHELVING

With even the top shelves of the 90" high shelving units utilized, the shelving at the interim library is filled to capacity. There are double-faced and single-faced units. The paperbacks are housed in spinners. The Children's collection is housed in 66" high double-faced units. There is no room to add books within the shelves themselves.

⁷ Based upon the San Bernardino County Library Facility Master Plan.

⁸ See Appendix 6 for Providence Associates report for comparing collection per capita with (9) other California counties.

⁹ See Appendix 4 for Providence Associates report for comparing collections per capita with (28) similar counties in the nation.

ALLOCATED COUNTY COLLECTIONS TO HESPERIA

Collections	Volumes	Subtotal	% in Circ.	DF- 78"h (10-12) shelves	DF- 60" (have 8)	Spin	Vol L.F. (avg.)	Vol. Per unit	STD Vol L.F.
Adult Non-Fict.	13,057		15 %						
Adult Fiction	7,256		25%						
Large Print F/NF	965		5%						
Adult Media	2,783		40%						
		24,061	19,126	42			12	455	8
Adult paperback		3,475	1,912			4		478	
Reference		2,148	2,148	6			10	358	6
YA Fiction	1,185		35%						
YA Non-Fiction	1,798		35%						
YA Media	128		35%						
		3,111	2,022	6				337	8
YA paperback		3,533	1,413			3		471	
Juvenile Non-Fict.	6,745		40%						
Juvenile Fiction	1,744		30%						
Child Easy Read.	2,085		30%						
Child Pict. Books	4,151		50%						
Child Media	705		35%						
		15,430	9,260		16		21	578	18
Child Paperback		3,595	2,157			3		719	
Spanish Lang.		785	650	1.5			16	576	10
Periodicals	60				4				
TOTAL		56,138	34,468						



- Students: Over 51% of students (majority) stated that more computers represent the greatest need in a new library. An appropriate corollary shows that computer usage at the temporary library facility was low because there are few computers, and they are always occupied.
- Teachers: When asked what would be useful for the library to provide, the teachers indicated a computer lab with Internet access as their second highest choice at 45%.
- Library Users and Non-users: Over 31% of these respondents want more computers.

The phone survey asked respondents to rank the importance of library equipment from computer database resources, Internet access, and PC terminals for word processing, to photocopy machines, microfiche, fax machines, and typewriters. The largest percentages ranked “very important” were for computer databases. More than 80% of survey participants sought computer database resources. Internet access and word processing followed closely behind in requested library service needs.

From a building program standpoint, telephone survey participants were asked to rank their desires and needs for specific areas in the proposed library i.e. a computer-learning center, private study rooms or community meeting rooms. The overwhelming response (74%) favored a computer-learning center. Study rooms were the second priority at 47%.

As home computer prices have decreased tremendously, many families today have a personal computer (PC). However, these PCs are mainly for home entertainment and Internet usage. As identified in the focus groups and telephone surveys, access to research databases and training classes for software programs including Quicken, Word, Excel, PowerPoint and Photoshop represent a significant unmet need.

To facilitate remote learning and library service utilization, 71% of survey respondents expressed interest in using the SBCL’s Internet homepage to access the library catalog.

READER SEATS AND COLLABORATIVE SPACES

To keep up with the 21st century and the amount of information available, the collaborative approach is an advantage for the learning and teaching environment. Sifting through the information is a daunting task. With the help of partnerships, the process can seem more attainable. Our society is changing to support this new philosophy. Most corporate cultures are embracing this concept to bring service and products to market faster. They are changing their environments to reflect this paradigm.

Even the schools’ teaching curriculum is responding to this concept, as evidenced by group activities and homework assignments.

Also needed in the California schools are API scores at or above the 800 levels. Hesperia is no exception. Tutoring will be required to help low scoring schools and individuals. Currently this is difficult in the school’s campuses, as most of the schools and library resources close one-half hour after the last class ends, nor are they open on Saturdays.



The community of Hesperia recognizes these needs, which are reflected in their survey responses.

The surveys as stated in the collection content area above show respondents are in favor of homework centers. The facility needs to support homework centers in both the collections and space needs, including more study tables/carrels in either the open or closed environments. In addition, the following analyses concern study and meeting space needs.

- Students: When asked what the library should provide, study rooms received 37% of student responses. Additional magazines followed with 24%.
 - o The students did not believe that any such space currently existed that enabled them to have a “quiet place to study and read”.
 - o Inadequate reader seats is a problem in every area of the temporary facility.
- Teachers: As can be expected, the teachers who have their pulse on the education needs of the students ranked study rooms as a higher priority. Tutoring by trained volunteers ranked very high with over 38% in favor. Teachers sought quiet, personal meeting spaces for parent/teacher activities. This is probably more supported by teachers because the library is a neutral environment as opposed to meeting in school classrooms.
- Library users and non-users: When asked what the library should provide, County Library users and non-users alike ranked study rooms as the 4th highest priority at 17%.

The telephone survey responded favorably to study rooms through two separate questions regarding facilities and programs. Over 95% of the public was in favor of reading programs for children and young adult programs was a close second with 85%. In ranking the importance of study rooms in library facilities, the public responded with over 47% indicating “Very Important”.



Pictured: Interior library concepts

The Chamber of Commerce and Kiwanis Club focus groups specifically dedicated their highest percentages to stating that the library should provide more meeting space that is appropriate for their use.



SCHOOL DISTRICT LIBRARY SERVICE LIMITATIONS

The Hesperia Unified School District (HUSD) does not have a district staff member dedicated to unifying library services among the eighteen (18) schools. The service was previously available, but funding for the staff position was eliminated due to budget constraints.

METHOD OF RESEARCH

This data is based on interviewing and touring two (2) each of the school district's elementary, middle and high schools. Each of the middle and high schools in Hesperia were visited, because they represent the target age group. Four (4) of the schools are located close to the proposed library site. Two (2) are located in a newer development area of the city. The age of the schools varied from five (5) to 30+ years.

At the elementary level, the staff's goals were to familiarize the children with the library and generate excitement about reading. Most of the collection is dedicated to pleasure reading and story time. Their library rooms were more colorful with book and project displays on the tops of shelves and on the walls.

At the middle school level, the staff goals were to provide orientation at the 7th grade level about effective utilization of the library including circulation procedures, book arrangement, and use of the computer and/or card catalog. One middle school's collection uses an antiquated card catalog system. It is important for students in this age bracket to develop research skills that will become increasingly vital to their academic progress and educational development. More often, time is spent on supervision.

At the high school level, the staff goals were to provide advanced research skills. Unfortunately, the students' basic skills of learning to read and research content are being lost to the "click and print" syndrome of the Internet. There needs to be a balance. The librarians are working with the teachers to require classroom assignments that utilize more than one source: periodicals, books, encyclopedias, and Internet. Staff still recognizes the need to train students in basic research skills.

LIMITED HOURS AND ACCESS

The typical HUSD library hours are open one-half hour before to one-half hour after school ends for the day. All of the schools varied in their start and dismissal times, but ranged from 7:00 a.m. to 3:30 p.m. This represents the greatest shortfall with school libraries; limited hours of service after school for research, finishing homework and tutoring.

Consistent in all schools, during school hours, students can utilize the library in three of the following ways:

- Attending with the whole class
- Participating in smaller study groups usually accompanied by a teacher's aide
- Obtaining an individual "hall pass" issued by a teacher

Summary Of HUSD Schools Surveyed

Names		Student Population	Collection Size	Books per student	# of Books to Check out	Reader Seating	Staff	Catalog / Internet Technology
Elementary								
	Joshua Circle	762	11,000	14	1 / 7 days	40	1	2 PC's
	Mesa Grande	719	12,000	16	2 / 14 days	25	1	3 PC's
Middle Schools								
	Hesperia Junior High	1,208	12,000	10	2 / 10 days	57	1.5	4 PC's
	Ranchero Middle	1,304	11,050	9	2 / 10 days	60	1.5	5 PC's
High Schools								
	Hesperia High School	1,987	20,000	10	2 / 14 days	78	2.5	5 PC's
	Sultana High School	2,347	18,000	8	3 / 20 days	100	2.5	4 PC's

SCHOOL COLLECTION

Each of the schools has various degrees of collection sizes and conditions. For example, when one of the new school libraries opened, the other schools had to donate some of their collections to the new library so it would have books on its shelves. Many of the older schools have an extensive range of books in paperback instead of hard cover. These collections have not held up over the years.

All of the school libraries were deficient in meeting the state recommended average of (20) books per student. The current state average is 11.5. Books are acquired solely with yearly funding from the State of California² – funding which is constantly being threatened with budget cuts. The HUSD cannot provide any additional fiscal support for the library collections.

There is no formal process or activity to loaning collections among schools. The collections are not linked together with a card catalog database.

¹⁰ K-12 California Public School Library Act of 1998 (Resource Code 6296)

READER SEATS

Each of the HUSD school libraries has adequate seating to support both individual and large classroom activities. They all have these two areas segregated. However, most of the new schools are short in library collections and shelves to support the collections and must sacrifice seats when they add more books. There are no study rooms.

STAFF OFFICES, WORKSTATIONS, AND VISUAL SUPERVISION

Each school has dedicated one person to fill the position of librarian or media specialist. Four (4) out of the six (6) schools had limited additional support staff. The support staff's hours ranged from two to six hours per day. Two (2) had support of the "textbook" coordinator. Each location had a dedicated workroom/office for this individual. Visual supervision was good in all locations except for one in which the configuration made it difficult to see around corners.

There was a wide disparity in staff experience levels. Some had formal library science education while others had no specialized training. Most have learned by trial and error. The interviews did identify some staff that had earned Masters Degrees in Technology Sciences.

Only two people interviewed mentioned the goals for the state in terms of volumes per student and how the collection was to be divided.

TECHNOLOGY

With this category being the fastest growing area for libraries, it is also one of the most expensive and requires the greatest infrastructure planning. It is very hard for libraries with inadequate funding sources and often, older facilities, to support rapidly emerging technology. Also difficult is for the staff to keep pace with the knowledge of how to utilize and maintain these new resources. According to the surveys, the second highest library service need was reported to be computers, Internet access, and online databases.

The computers were a big attraction at the school libraries. All of the staff reported that they spent the majority of their time answering questions on the computers or dealing with software issues.

The technical expertise available was limited at each school, so the schools with the librarians that had more computer experience had more advanced systems such as on-line catalogs, etc. Some of the librarians put their own collections on their own databases themselves. The collections are not linked to other schools and are unique to each school. Most of the librarians said that shared databases would be helpful to have in the future.

The high schools have small computer labs located within or adjacent to the libraries. Because of this, one high school media specialist (her title instead of librarian) was looking to help the young adults conduct their research on the web more efficiently with the purchase of new software. Again, because the library is closed after school, their access is limited.



SUMMARY

The library service needs expressed above were the basis for development of the Joint Use Cooperative Agreement and Plan of Service for the proposed Hesperia Branch Library. The overall library service needs as identified herein are:

- Increased collection amount and enhanced content
- Computer and technology resources
- Reader's seats and collaborative areas (study and meeting rooms)

Each of the library service needs will be addressed specifically in this Needs Assessment as well as the Plan of Service and Joint Use Cooperative Agreement.



SECTION 6

EXECUTIVE SUMMARY – SERVICE LIMITATIONS

Per Library Bond Act Regulations, the City of Hesperia **does NOT** have a library. The City has never had its own library. It is forced to rely on temporary library services from the San Bernardino County Library System (SBCL). There is a tremendous gap between library services needed and those provided by the SBCL.





SECTION 7

EXECUTIVE SUMMARY – PHYSICAL LIMITATIONS

Per Library Bond Act Regulations, the City of Hesperia **does NOT** have a library. The City has never had its own library. It is forced to rely on temporary library services from the San Bernardino County Library System (SBCL). There is a tremendous gap between library services needed and those provided by the SBCL.



SECTION 8

SPACE NEEDS ASSESSMENT

QUANTITATIVE

The final analysis phase is to assemble all of the facts from the needs assessment, demographics, library deficiencies, and school library limitations into a physical plan. The Library Stakeholders Committee and the Library Construction Advisory Committee that brings City, School District (HUSD), San Bernardino County Library (SBCL), and consultants together have evaluated these findings and prioritized the library needs. These needs have developed into a list of physical attributes and space divisions. The Program Consultant has assigned space appropriate to the nature of each activity. This is the “quantitative” exercise of planning a new facility. These square foot calculations are divided into two categories:

Assignable – Area assigned to an individual inventory item such as furniture or equipment that require a “footprint” within the floor space of the library. These individual items are assigned to divisions within the library, such as children’s, fiction, or computer center, and then subtotaled. Hesperia’s assignable square footage is 15,500.

Non-Assignable – Area assigned to the support functions of the library such as circulation around to each library division, wall thickness, electrical, data, janitorial, and restroom rooms. These equate to 4,500 square feet or 23% of the total library square feet of 20,000.

QUALITATIVE

The “qualitative” aspects of a library and what this type of facility can do for a community is far more significant than any other governmental building in a City. As stated in the Providence Associates Library Facility Master Plan report for San Bernardino County, a public library “outranks any other things that a community can do to help its people.”¹⁰ This is the ultimate goal of the City, one they have committed significant capital and human resources to accomplish. Hesperia has grown so fast and is in desperate need of an identity, a sense of place, a community spirit. The City is looking for a “heart”- a central, communal place to visit, interact, explore, and research.

PROPOSAL

The City of Hesperia proposes to accommodate the needs expressed by the community (via the various focus groups and public outreach activities), by constructing a new, 20,000 square foot library facility as the first phase of their master plan for a new civic center complex. This complex will be a blend of library, government, retail, commercial and housing opportunities. This is Hesperia’s vision to create a destination and core attraction in the heart to Hesperia.

The proposed 20,000 square foot facility will increase library services by 312% when compared to current day services provided by the San Bernardino County Library (SBCL) system. The following pages will detail how these 20,000 square feet will be allocated

¹¹ Remarks made by Vartan Gregorian and published in the July 1999 issue of Library Journal. P.6.



between library collections, readers' seats, technology, staff offices and workstations, special purposes, miscellaneous space needs, and non-assignable space. To accommodate the future growth of the city and increased library service demands, Hesperia has acquired adequate land to accommodate an additional 20,000 square feet of library space bringing its ultimate size to 40,000 square feet.

Given current and projected growth trends, it is expected that Hesperia will continue to grow. At an appropriate time in the future, as its boundaries grow, the City has committed to re-evaluating the needs of the community for library services. There is adequate space on the proposed site to add square footage and additional parking. The potential exists that smaller satellite libraries would address those expanded boundaries in the south and east areas of the City.

SUMMARY OF SPACE REQUIREMENTS

Division	Collections	Reader Seats	Tech. Workstn	Unit	Extended SF Subtotal
Adult Areas					4,116
Collections-FICTION	13,810	18		1,148	
Collections-Large Print	1,100				
Collections-NON-FICTION	29,000	24		2,092	
Audio Visual	5,500			186	
Current Periodicals	120	12		562	
Browsing	640			128	
Children's Area					2,850
Collections/Seating Areas	27,000	50	9	2,361	
Service Desk				124	
Workroom				127	
Story time				238	
Circulation/Staff Areas					2,072
Circulation Desk/Return				623	
Branch Manager Office				156	
Staff Workroom				774	
Storage				154	
Staff Lounge				260	
Copy Center				105	
Computer Center					636
Computer Center			20	636	
Learning and Career Resources					504
Collection/Seating Areas	1,000	4	6	504	
Library Entrance					423
Friends Bookstore				348	
Display & Exhibits				75	
Public Meeting Spaces					2,175
Community Room				1,250	
Support-Storage, Kitchenette				377	
Study Rooms (3)		20		548	
Reference					1,954
Collections/Seating Areas	6,550	12	8	1,435	
OPACS			4	155	
Service Desk				364	
Young Adult					770
Collections/Seating Areas	3,000	14	6	770	
Non-assignable 23%					4,500
TOTAL	87,720	154	53		20,000

GENERAL SPACE PLANNING CONSIDERATIONS

Space planning for the proposed Hesperia Branch Library was directed by the **Libris DESIGN™** program. **Libris DESIGN™** was used extensively to calculate space needs, collections, and other integral parts of the overall *Building Program* for the Hesperia Branch Library. Calculations and conversion factors for Collections, Readers' Seats, Technology, Staff Office and Workstations, Meeting Rooms, and Miscellaneous Spaces were accomplished through the use of **Libris DESIGN™**. Spatial relationships and facility space requirements are presented in detail in the accompanying *Building Program*.

COLLECTIONS

ASSIGNABLE SQUARE FOOTAGE – 4,512

CURRENT COLLECTION

The current collections including books and media, at 56,138, can easily be accommodated on the new shelves. In addition, the library will accommodate 31,582 additional collections for a grand total of 87,720 items. Based upon these collections, Hesperia's average volumes per capita (1.40) will be greater than the current County average of (1.13). This represents a 57% increase in collections size from the current allocations. The average number of collections in circulation at any one time is 14,001.

All areas of the collection will increase, but emphasis will be given to the needs of the community as expressed in the focus groups and telephone survey. The major library divisions that contain collections are as follows:

- Reference
- Adult Fiction
- Adult and Young Adult Non-Fiction
- Young Adult Fiction
- Children's/Juvenile

In addition, the Joint Use Agreement has specifically declared collection materials be dedicated to the Learning and Career Resource Area. Those collections are defined in three categories as follows:

- Homework Resources: Reference collections of relevant print materials to assist student with school assignments
 - Hesperia Unified School District will provide one COMPLETE set of District textbooks for reference and not available for checkout
- Resource Training: County Library staff, (Joint Use Specialist, Young Adult Specialist), will provide quarterly workshops that focus on information in print and electronic resources available at the library to assist students, teachers, parents, caregivers and the general public
- Career Resources and Services: County Library will provide printed materials, electronic resources and the daily staffing and assistance
 - District (Program Assistant) will provide career assessments, career reference books, career videos, and GED preparation books

COLLECTION DEVELOPMENT AND JUSTIFICATION

The SBCL best describes their processes each year of purchasing new books. The types and purchase patterns are interrelated. One cannot be justified without the other.

Branch budgets reflect individual library circulations directly, with budgets approximately proportional to annual circulation rates. Once the branches are ranked in order by annual circulation statistics, the budgets for each genre/format are established by the overall circulation rate (e.g. if picture book circulation represents 33% of the total juvenile circulation, 33% of the juvenile budget would be allocated for the purchase of picture books). Collections will increase with annual budgetary appropriations and donations from Friends of the Library.

The County currently places priority on reference, community information, early childhood, popular materials, and educational enrichment for the school-aged. The library emphasizes very current, high demand resources in order to meet patron's needs.

Each year branch managers and their staff review their local collections and develop a purchasing profile for the new fiscal year. They consider the condition of the collection, materials usage, circulation, and patron requests when developing their profiles. So far, branch managers have been using soft data information.

In 2002, the collection development department has begun to compile material codes and Dewey division statistical information in a manner that can be used to support the development of the profiles and drive purchasing decision. Also, the SBCL purchases materials written in Spanish and a variety of Asian languages to meet the needs of their bilingual and limited English-speaking patrons. Demographic information based on Census and California Department of Education information, in particular, influence foreign language acquisitions.

COLLECTION ALLOCATION

The allocations for the Library's Collections were developed in the **Libris DESIGN™** program for the new Hesperia Branch Library. They indicate the following:

- Size – projected total and projected collection of shelves
- Format
- Category
- Subcategory-percent of collection
- Conversion factors for type, number of volumes per shelf and assignable square feet
- Percent in circulation

COLLECTION TYPE AND SIZES

The following table presents the types of collections proposed for the Hesperia Branch Library. Collections will be purchased to meet the needs identified in preparation of the Hesperia Branch Library Needs Assessment. The size of the books will vary by type with paperbacks, easy readers, and picture books representing the small end of the footprint spectrum. Large Print and Reference collections will consume the greatest shelf space per capita. Shelving usage (volumes per unit) was calculated by through the **Libris DESIGN™**



program. The required number of shelving units is defined in the Building Program, as is the square footage allocation.

CATEGORY/Subcategory/Volume	Volumes	Total Volumes
ADULT/YOUNG ADULT		
Collections-FICTION		13,810
Fiction	8,450	
Mysteries	1,100	
Paperbacks	1,350	
Romance	1,000	
Science Fiction	1,000	
Westerns	910	
Collections-NON-FICTION		29,000
Large Print		1,100
Ready Reference		850
Reference		5,700
Reference/Internet	500	
Business Index	100	
Consumer	100	
Legal	350	
Reference – Encyclopedia	650	
Browsing		640
New Books	550	
New Books (Face Out)	90	
Learning and Career Resources		1,000
Careers	300	
College Catalogs	100	
Homework	400	
Textbooks	200	
Young Adult		3,000
CHILDREN/JUVENILE		27,000
Easy Readers	3,200	
Paperbacks	750	
Picture Books	4,800	
Reference	800	
Fiction	7,500	
Non-Fiction	9,950	
MULTI-MEDIA (COMBINED)		
Combined (Adult & Children)		5,500
Audio Books	900	
Audio Book Compact Disc	750	
Audio Cassette	490	
Audio Compact Disc (CD)	850	
CD-ROM	450	
DVD	860	
Video Cassette	1,200	
PERIODICAL		
Adult/Young/Adult		110
Current Magazines	85	
Current Newspapers	10	
Young Adult Current Magazines	15	
Children/Juvenile		10
Current Magazines	10	
GRAND TOTAL COLLECTIONS	87,720	87,720

LIBRARY USE STATISTICS

Because the City of Hesperia does not have a library per Library Bond Act Regulations, library use statistics are not available. However, the SBCL provides the following usage statistics for its temporary service location.

- 56,138 collection items - .90 per capita
- Average Circulation: 3.1 per capita
- Average Books in Circulation: 14,001 (based on current collections)

PROJECTED COLLECTION

PREPARED IN *LIBRIS DESIGN™*

CATEGORY Subcategory Volume Type	Projected Percent of Collection	Volumes/ Projected Total	Percent in Circulation	Volumes on Shelf	Linear
Adult & Young Adult	67.11%	55,100	17.38%	45,521	7.773
Collections-FICTION				10,156	
Fiction	10.29%	8,450	25%	6,338	8
Mysteries	1.34%	1,100	25%	825	8
Paperbacks	1.65%	1,350	40%	810	16
Romance	1.22%	1,000	25%	750	8
Science Fiction	1.22%	1,000	25%	750	8
Westerns	1.10%	910	25%	683	8
Collections-NON-FICTION	35.32%	29,000	15%	24,650	8
Large Print	1.34%	1,100	5%	1,045	8
Ready Reference	1.03%	850	0%	850	6
Reference				5,700	
Reference/Internet	.60%	500	0%	500	6
Business Index	.10%	100	0%	100	6
Consumer	.10%	100	0%	100	6
Legal	.43%	350	0%	350	7
Reference	4.87%	4,000	0%	4,000	6
Reference – Encyclopedia	.84%	650	0%	650	6
Browsing				320	
New Books	.67%	550	50%	275	8
New Books (Face Out)	.11%	90	50%	45	1
Learning and Career Resources				1,000	
Careers	.39%	300	0%	300	6
College Catalogs	.10%	100	0%	100	13
Homework	.49%	400	0%	400	8
Textbooks	.24%	200	0%	200	8
Young Adult	3.66%	3,000	40%	1,800	12
Children & Juvenile	32.89%	27,000	39.89%	16,228	15
Easy Readers	3.9%	3,200	30%	2,240	20
Paperbacks	.91%	750	25%	563	16
Picture Books	5.84%	4,800	50%	2,400	20
Reference	.97%	800	0%	800	8
Fiction	9.13%	7,500	30%	5,250	13
Non-Fiction	12.14%	9,950	50%	4,975	13

PROJECTED MEDIA COLLECTION
PREPARED IN *LIBRIS DESIGN™*

CATEGORY					
Subcategory Volume Type	Projected Percent of Collection	Volumes/ Projected Total	Percent in Circulation	Volumes on Shelf	Linear
Combined (Adult & YA)	100.00%	5,500	45.58%	2,993	19.86
Audio Book Cassette	16.36%	900	50.00%	450	10
Audio Book Compact Disc					
Audio Book CD (CD ROM)	13.64%	750	35.00%	487	25
Audio Cassette					
Audio Cassette	8.91%	490	50.00%	245	19
Audio Compact Disc (CD)					
Audio Compact Disc (CD)	15.45%	850	50.00%	425	25
CD-ROM					
CD-ROM	8.18%	450	40.00%	270	25
DVD					
DVD	15.64%	860	40.00%	516	25
Video Cassette					
Video Cassette	21.82%	1,200	50.00%	600	10
Totals:	100.00%	5,500	45.58%	2,993	19.86

PROJECTED PERIODICAL COLLECTION – ADULT, YOUNG ADULT, AND CHILDREN’S
PREPARED IN *LIBRIS DESIGN™*

CATEGORY					
Subcategory Volume Type	Percent of Collection	Projected Total	Percent in Circulation	Projected Volumes on Shelf	Volumes/ per Linear FT
Adult/Young Adult	91.67%	110	0.00%	110	1
Current Magazines					
Current Magazines	70.83%	85	0.00%	85	1
Current Newspapers					
Current Newspapers	8.33%	10	0.00%	10	1
Young Adult Current					
Young Adult Current Magazines	12.50%	15	0.00%	15	1
Children/Juvenile	8.33%	10	0.00%	10	1
Children's Current Magazines					
Children's Current Magazines	8.33%	10	0.00%	10	1
Totals:	100.00%	120	0.00%	120	1

SPACE NEED CALCULATION & CONVERSION FACTORS

In short, a basic double-faced shelving unit would have 18 square feet associated with it. This is calculated by multiplying the unit (2'x3') and adding the 1'6" of aisle in the front, back and sides, for a total of 18 square feet. Single face shelving has 1'x3' plus a 3' aisle in front for a total of 12 square feet. Paperback spinners have 70 square feet assigned to them.

There are a variety of shelving types specified to maximize collection size, provide appropriate display, and access to all materials. Generally, the Adult/Young Adult Fiction and Non-Fiction collections are placed on 90" high double face shelving. The number of shelves varies with the size of books. However, if Fiction was placed on this shelving, **Libris DESIGN™** calculates a 36" Aisle DF90"H w/14 shelves unit would accommodate approximately 336 fiction items.

The Adult Reference collection is recommended on a combination of 90" high (for consistency) and 45" high shelving. Naturally, as Reference books are larger, fewer shelves per section are necessary. Based upon **Libris DESIGN™** calculations a 36" Aisle DF 45"H w/6 shelves unit would accommodate approximately 108 reference volumes.

For the Children's areas, a 36" Aisle DF 45"H w/6 shelves unit would typically accommodate 360 volumes.

It is recommended that the layout should be alternating 90" and 45" high so a large reference book could be placed on top of the 45" high shelves. Paperbacks are generally best utilized in spinner displays for easy access. Children's collections are best shelved at 45" high while Juvenile is recommended at 66" high.

The proposed shelving heights assist the staff in monitoring the area. An area dedicated to large picture book display is recommended, and can be either shelving or built into the small tables.

Media shelving is evolving and more options are available. This is the preferred alternative as you can keep a consistent base frame for all shelving with the flexibility to swap the shelf type. Lockable CD cover displays allow patrons to view the selections but occupy more square feet, which is always a premium.

Shelving usage (volumes per unit) was calculated by through the **Libris DESIGN™** program. In addition, **Libris DESIGN™** provides the necessary conversion calculations to assist in computing square footage needs and cost estimating. The required number of shelving units is defined in the Building Program as is the square footage allocation.

READER SEATS**ASSIGNABLE SQUARE FOOTAGE – 3,896****DESCRIPTION, TYPES AND SPACE NEEDS**

Lounge seating is selected to support comfortable reading styles within Fiction and periodical areas. They are heavier and not easily moved, yet the options remain. Fabrics and finishes will be selected that lend themselves to heavy usage and abuse.

Study chairs are upright and sturdy to support all body types. Study chairs are moderately comfortable and can have arms for older patrons. They usually slide in and out from under the tables or carrels.

Task chairs are needed for ergonomic support for longer periods of sitting time. They are used for staff, and recently recommended for patrons in the computer labs. The time allowed (for patron usage) by the library is typically longer in the computer labs compared to an Internet focused personal computer located within Reference Section that may limit usage to one hour.

ALLOCATION

Many different types of uses in the library - reading, writing, studying, referencing, and meeting – require different types of seating. The Libris DESIGN™ program separates the seats into categories - reader, electronic and meeting. This is the industry nomenclature for calculating seats within a library. The Hesperia Library will have 154 Reader seats (186 if the 30 children's program seats are counted), 53 Public Technology Workstations (13 Staff Technology Workstations) and 120 Community Room seats.

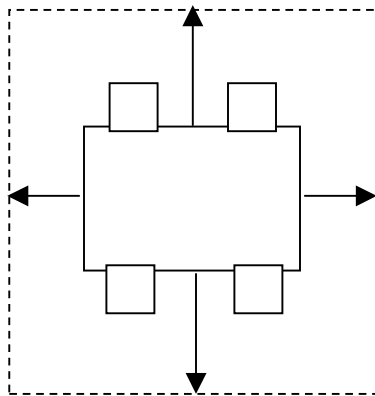
Classification	Sub-Classification	Type of Seating (maximum)	Amount of Seating
Public occupancy	General reader seating	Readers seats	116
	Young Adult	Reader seating	14
	Study Rooms	Reader seats	20
	Learning & Career Resources	Reader seats	4
			154
	Technology Workstations	Computer Seating	53
	Meeting room seating	Stackable chairs	120
	Children's program area	Children's floor cushions	34
		Subtotal	361
Staff occupancy	Public Services	Reference	2
		Circulation desk	4
		Children's workroom	1
		Staff lounge	7
		Librarian offices total	7
		Subtotal	21
Friends of Library		Volunteer – Workers	2
		TOTAL PERSONS	384

JUSTIFICATION

This seating allocation recommendation was guided utilizing the Wisconsin Division for Library Services recommendation for seating per capita. They propose 3 seats per 1,000 population at the 50,000-population category and 2 seats per 1,000 at the 100,000-population. With Hesperia's current population of 62,585, 2.50 seats per capita are recommended. The formula used to derive the seats per capita is to divide 1,000 into 62,585 people, which results in a need for a rounded population factor of 63. The population factor is then multiplied by the factor of 2.5 for a recommended seating count of 158 seats.

SPACE NEED CALCULATION & CONVERSION FACTORS

The Libris DESIGN™ program does not calculate seating square feet if it is associated with a table or carrel or desk. Areas calculate square footage. For example, for a 4 x 6 table, there would be 3'-0" behind for the chairs and 2'-0" on each side of the table. This table would utilize 100 square feet. The following is a diagram explaining:



However, the program recognizes lounge chairs and visitor seating. These calculations are obtained by taking the average size of a lounge chair 3'x3' and adding circulation in front of the chair 3' and 12" space on the sides and back for a total of 5'x7' or 35 square feet.

<u>Reader Seats</u>	<u>Square Feet</u>
Lounge	35
Guest Chair	15

TECHNOLOGY

ASSIGNABLE SQUARE FOOTAGE – 2,311

GENERAL

The proposed Hesperia Branch Library will integrate and employ state-of-the-art technology resources to support the **Plan of Service** and **Building Program**. Following is a sampling of those technology assets that will be deployed.

- San Bernardino County Wide Area Network (WAN) system
- Conduit and Cabling (Category 6 or better)
- Wireless access for PDAs and laptops
- Remote accessibility
- Networked printers for public use
- Thin client technology – easily configured, served supported workstations
- CBT - self paced training
- Video conferencing
- Video projection/presentation system
- Self check-out system
- Facsimile machines
- Photocopiers
- Security system gates
- Electronic book accessibility
- Electronic databases
- Software applications
- Internet access
- Homepage links to Internet resources

The San Bernardino County Library Automation department has developed the following technology infrastructure and specifications to support the functionality of the branch system that would include Hesperia Branch Library.

- Pentium III or IV based PC's (most advanced at time of purchase)
- Category 6 network cabling terminated at a CAT-6 patch panel connected to a Cisco Catalyst 1900 switch
- Hard wired phone/data cabling should be Category 6 to provide some measure of "future proofing" the building
- Dedicated power outlets should be provided wherever computers or other "sensitive" electronic equipment is used
- CISCO 2500 routers supporting T-1, Ethernet and asynchronous communications
- Frame relay T-1 connections linking branches to the main library servers
- Windows 2000 server running Proxy server and Websense Internet filtering software for internet connectivity
- County provided T-3 internet connectivity protected by a Gauntlet firewall
- VMS server providing DRA online catalog services
- Web servers providing patron access from the branches and from remote locations to the Library home page, the online card catalog, electronic databases, and links to the Internet
- Windows servers providing file server services for staff PCs

- GHOST server utilizing Ghost 7.5 enterprise to support direct and remote imaging of public and staff PCs
- Microsoft exchange servers providing county e-mail support for staff
- Hubs for wireless access to the Internet that will be provided by the Hesperia Unified School District WAN

ALLOCATION

Hesperia recognizes the need to expand access to resources available through computers. The Community Needs have been expressed with over 80% in favor of computer resources. The City, County, and School District, within the Joint Use agreement, have developed two of their four goals around technology resources. The two goals are listed below:

- **GOAL:** Provide equal access to information and resources in the Hesperia Branch Library utilizing the most current technology within the library or from remote locations.
- **PROGRAM: SHARED ELECTRONIC AND TELECOMMUNICATIONS SERVICES**
The County will provide remote electronic access to the library catalog and database subscriptions as well as web resources linked to the library homepage at www.sbcounty.gov/library. This program shall connect students, families, and library users with technology based programs and resources that ultimately promote technological literacy. In the Hesperia Library Needs Assessment, students and teachers alike indicated that computers and requisite computer programs were needed to manipulate and process data.
- **SPECIFIC ACTIONS**
Provide access to electronic databases including, but not limited to: What Do I Read Next? , Novelist, 24/7 Ask A Librarian, Tutor.com, Gale Biography Resource Center, Gale General Reference, Gale History Resource Center for US and Modern World, Gale Custom Newspapers, NetLibrary, Learn-A-Test, Online Book Club, Jobstar, JobBank, Occupational Outlook Handbook, O'Net and California Occupational Guides.

Links for web resources for children are provided with an emphasis on the State's curriculum plan.

- **GOAL:** Provide resources and services to children and young adults necessary to enable them to augment their educational needs.
- **PROGRAM:** Computer Center. Equip, staff, and support a computer center within the new Hesperia Branch Library.
- **SPECIFIC ACTIONS:** In direct response to the Hesperia Community Library Needs Assessment, which incorporated focus group meetings and

community surveys, the County will operate and manage the Computer Center that incorporates the following features:

- Twenty (20) personal computers (PCs) with filtered Internet access
- Selected databases and software programs to assist with student learning activities for grades 6-12 and the general public
- District furnished twenty (20) PCs valued at \$16,000
- District furnished CD-ROM based encyclopedia software valued at \$4,000
- County maintained computers and filtered Internet access, selected databases and software programs

The computer area within the library will realize the greatest growth (1,800 square feet) from current library services, a need identified in the focus groups and telephone survey. Currently the SBCL has only (7) personal computers available for the patrons to use. The proposal for the new library is (53) computer technology workstations. This represents an 860% increase. The technology allocation is divided into patrons and staff in the following ways:

TECHNOLOGY ALLOCATION, NUMBERS AND TYPE OF SPACE – BUILDING LEVEL

To meet the identified needs for library services in Hesperia, the new branch library is designed and organized both technologically and structurally to maximize the functionality and utility of general areas (circulation, general collections, seating) as well as those special services and functions (Computer Center, Community and Study Rooms, Learning and Career Resources, and Shared Telecommunications). Tables showing the technology resources allocated to that library service area/space are presented below.

CIRCULATION AND CIRCULATION SERVICES: The circulation desk and associated work areas will be outfitted with those items listed in Table 1.

TABLE 1: CIRCULATION AND CIRCULATION SERVICES

Allocation of the Library's Technology	Number
Branch Manager's Office	
Computer, Staff Desktop	1
Printer, Ink-Jet (Color)	1
Telephone Handset	1
Circulation Desk	
Bar Code Reader – Fixed Mount	2
Computer – Staff Desktop	4
Printer, Laser (B&W)	1
Printer, Receipt	2
Security System Book Desensitizer	2
Security System Book Resensitizer/Desensitizer	1
Security System Gates	1
Security System Media Desensitizer	2
Self Check-out Machine	1
Telephone Handset	3
Computer/Telecommunications Room	
Computer Server, Mini (CPU)	2
Computer Stand	1
Console, Computer System	1
DSU/CSU Telecommunications Device	1
Rack, Computer/Communications Equipment	1
Router/Switch	1
Safe, Data/Tape Carrier	1
Server, Desktop/Rack Mount	1
Tape Drive, External DAT/Cartridge Tape	1
Telecommunications Equipment/Hub/Multiplexer	1
Telephone Handset	1
Uninterruptible Power Supply (UPS), Single Device	1
Copy Center	
Copier, B&W Freestanding	1
Facsimile Machine, Desktop Card-Operated	1
Vendor Card Encoder/Dispenser	1
Staff Lounge	
Telephone Handset	1
Staff Workroom	
Bar Code Reader, Fixed Mount	4
Cabinet, AV Equipment	1
Computer, Staff Desktop	6
Copier, B&W Freestanding	1
Facsimile Machine, Desktop	1
Printer, Ink-Jet (B&W)	2
Printer, Laser (B&W)	1
Security System Book & Media Resensitizer	2
Security System Resensitizer	1
Security System Desensitizer/Resensitizer	1
Security System Media Resensitizer	1
Telephone Central Station	1
Telephone Handset	6



CHILDREN'S AREA: As highlighted in Table 2, the Children's Area of the Hesperia Branch Library will enjoy significant technology resource allocation.

Table 2: Children's Area

Allocation of the Library's Technology	Number
Children's Online Public Access Catalog (OPAC)	
Computer, OPAC Desktop	2
Printer, Ink-Jet (B&W)	1
Children's Reference Collection & Seating	
Computer, Public Desktop	7
Printer, Laser (B&W)	1
Children's Service Desk	
Computer, Staff Desktop	1
Printer, Ink-Jet (B&W)	1
Telephone Handset	1

COMPUTER CENTER: The Computer Center (Table 3) programmed in the new Hesperia Branch Library represents an urgent unmet community library service need. The Computer Center will house 20 personal computers available for public use.

TABLE 3: COMPUTER CENTER

Allocation of the Library's Technology	Number
Computer Center/Training Room	
Computer, Public Desktop	20
Computer, Staff Desktop (Instructor)	1
Printer, Ink-Jet (B&W)	3
Projection Screen, Motorized Ceiling	1
Projector, Portable AV & Computer LCD/DLP	1
Telephone Handset	1

LEARNING AND CAREER RESOURCES: Is another area within the Hesperia Branch Library that was developed in direct response to the Hesperia Community Library Needs Assessment.

TABLE 4: LEARNING AND CAREER RESOURCES

Allocation of the Library's Technology	Number
Learning and Career Resources Collections & Seating	
Computer, Public Desktop	6
Printer, Ink-Jet (B&W)	1

PUBLIC COMMUNITY ROOM: To support the needs of the community, appropriate technology is planned for this space (See Table 5).

TABLE 5: PUBLIC MEETING ROOMS

Allocation of the Library's Technology	Number
AV, Chair & Table Storage Room	
DVD Player	1
Laser Pointer	1
Microphone, Floor	1
Microphone, Lavalier	1
Microphone, Table	1
Projector, Data Portable	1
Projector, Overhead	1
Projector, Slide	1
TV Monitor, 20"	1
Video Cassette Player/Recorder	1
Community Room	
Projection Screen, Motorized Ceiling	1
Projector, Portable AV & Computer LCD/DLP	1
Telephone Handset	1

REFERENCE SERVICES: This area of the library will provide OPAC computers and printers to support K-12 students and library patrons.

TABLE 6: REFERENCE SERVICES

Allocation of the Library's Technology	Number
Online Public Access Catalog (OPAC)	
Computer, OPAC Desktop	4
Printer, Ink-Jet (B&W)	2
Reference Collection & Seating	
Computer, Public Desktop	8
Printer, Ink-Jet (B&W)	2
Reference Desk	
Computer, Staff Desktop	2
Printer, Laser (B&W)	1

YOUNG ADULT SERVICES: This area of the library will also provide OPAC computers and printers to support K-12 students and young adults.

TABLE 7: YOUNG ADULT SERVICES

Allocation of the Library's Technology	Number
Young Adult Collection & Seating	
Computer, OPAC Desktop	2
Computer, Public Desktop	4

STUDY ROOMS: Three Study Rooms were designed into the Hesperia Branch Library and are located on the north wall of the building opening into the youth, children's, and reference areas of the library. Data jacks will be installed to allow library patrons to access the Internet via PDA or laptop computer. Study Rooms will also have access to a network printer located in the Reference Area.

VOICE COMMUNICATIONS: The City of Hesperia is exploring Voice Over Internet Protocol (VoIP) as a cost effective method of providing voice communications. This new technology will be integrated into the new library and the necessary telephone switches and handsets.

FIBER OPTIC TECHNOLOGY

Verizon provides local telecommunications services to Hesperia. Fiber optic infrastructure is available in the City. The library will have access to conduit run to support fiber as needed or when warranted. Verizon's annual contract for fiber includes the cost to extend to the library.

Electronic Resources

All public use personal computers will be loaded with the online catalog, all database subscriptions, software applications, Internet access, and the County Library's homepage that includes links to useful, accurate Internet web pages. This will provide the maximum flexibility for patron use.

ONLINE CATALOG: The San Bernardino County Library's 1,167,000 collection is available online and can be accessed at Hesperia Branch Library and from remote locations. Library patrons can choose to highlight in red the materials located in the Hesperia Branch. They can also place online requests for any of the materials and they will be delivered to their branch location. An automated telephone system notifies patrons when their materials are at the branch.

DATABASE SUBSCRIPTIONS: Based on the Needs Assessment databases were selected to augment school assignments, provide homework resources and assist with lifelong learning.

SOFTWARE APPLICATIONS: All computers will be loaded with the latest version of Microsoft Office. It was determined through the Needs Assessment process that the following Microsoft applications were important to the community and therefore, will be available for patron use.

- Word
- Excel
- Access
- Publisher
- Encyclopedia Software
- PowerPoint

Numerous other software and shareware programs will be available at library opening. Given rapid technology enhancements and continual software upgrades it is not cost-effective or prudent to acquire specialty software until a more exacting opening timeline is established. However, we anticipate broad selections of software and instructional software will be in place at opening.

INTERNET ACCESS

COUNTY LIBRARY'S HOMEPAGE: Each computer at the Hesperia Branch Library will have as its Internet default web page the San Bernardino County Library homepage (www.sbcounty.gov/library).

TECHNOLOGY TERMS

Technology advances are so frequent and innovative especially as it relates to development of software for library collections. It is difficult to recommend, in detail, the needs for the new Hesperia Library, especially when the library schedule for completion is at least two (2) years in the future. In general, online catalog services software, which traditionally has been separate from Internet or "Graphics" machines, can all be combined into one machine in the future. However, most librarians like the distinctions because the time usage is different.

OPAC's are generally used for 10-15 minutes while looking up materials. It is important that these machines be easily recognized when entering or traversing through the library. It is desirable for the OPAC's to be at standing height to encourage quick use and availability for all users. It is also recommended that a few OPAC's be interspersed within the main shelving areas, especially the Non-Fiction areas. These can be placed at the end panels.

As opposed to "technology" machines that are used for referencing, these machines have allocated time usages, usually in one-hour increments. They should be closer to the reference desk.

Each of these technology assets will be selected and/or sized according to the database programs discussed by the library design team and guided by the technology consultant. Since the Hesperia Branch Library is a Joint Use between the City, County, and School District, extensive discussions and research will be necessary to provide adequate technology to accommodate the services and needs of the library.

TECHNOLOGY INTEGRATION

The main data communications room should be sized to house racks and cabinets necessary for data cabling terminations (both copper and fiber), data switches, internet routers, local servers including print servers, firewall equipment, and wireless hubs. Cabinets may also be used to house various fee-for-use print servers. Additionally, the main data communications room should have a significant telephone backboard for mounting phone switching equipment, cable TV service, telephone service provider equipment space, voice and cable TV cable termination fields, access control, security panels and the opportunity to integrate fiber optics.

Space in this room is often allotted for small Uninterruptible Power Systems (UPS). These battery systems provide a standby source of power in the event of a power outage allowing

orderly shutdown of data and computer equipment. Their other prime function is to provide conditioned power to the sensitive equipment located in the room. In many cases, consideration is given to installing either pre-action (dry pipe) sprinkler systems or possibly a gaseous fire suppression system such as FM-200.

In either case, a small room, accessible from the data room, is usually provided to house this equipment. Raised flooring, while beneficial for equipment cooling and cable management, is not generally used in library data rooms predominantly due to cost and the relatively low cable/equipment density seen in library data rooms.

A typical data communications room is generally at least 12 feet deep depending on whether the client chooses open relay racks or deeper enclosed data cabinet. The length of the room varies with number of racks/cabinets, UPS modules, etc. In this case, planning for 20 feet should provide a room capable of handling the systems described above.

Finally, as the library expands, voice, data, TV, and other services will need to be extended. A small data room will need to be part of the expansion space. It will house some data switching equipment, but will serve predominantly as a cable consolidation point. This room might be 8' x 10' depending on the density of communications serves required in the expansion space.

SPACE NEED CALCULATION & CONVERSION FACTORS

The square foot allocations for Technology stations are the same for the seating in the Libris DESIGN™ program. These PC workstations listed above do not have a square feet assigned. The equipment sits on top of table, desk, or carrel and therefore, those items hold the square feet. A technology carrel, depending on the width selected, has 35 to 50 square feet assigned. Depending on the task, such as referencing databases on-line, more space is likely required. Layout space beside the computer is needed to compare and contrast print materials with on-screen data.

STAFF OFFICES AND WORKSTATIONS

ASSIGNABLE SQUARE FOOTAGE – 1,772

STAFF ORGANIZATION

San Bernardino County is proposing a staff size of 12 to support the 20,000 square foot Hesperia Branch Library. This represents a 50% increase in staffing when compared to the personnel at the interim library facility. The County is committed to providing one (1) full-time Branch Manager, and four (4) full-time librarians responsible for and experienced in Reference services, Children's services, Young Adult services, and Outreach/Literacy services. The additional staff and volunteers will be acquired to fulfill the various duties as outlined in the Plan of Service and support the Joint Use activities. The San Bernardino County Library administration staff has over 40 years of experience operating over 28 branch libraries. They have projected the staff allocation for Hesperia in many ways using experience, comparisons to other similar size libraries, and analyzing the Joint Use and Plan of Service requirements from a staffing perspective.



STAFF WORKSTATIONS, ALLOCATIONS AND STANDARDS

The County is committed to providing as much space as possible of the total library square feet to the patrons, not the staff. They have requested minimal square footage for their staff. Selecting furniture and equipment that support the activities of the staff developed the sizes below. Again, the program utilized is Libris DESIGN™.

- Branch Manager Office - The County Library is requesting a separate office for the Branch Manager, not to exceed 156 square feet. This office should be close to the circulations desk with an entrance adjacent to the public corridor so this person is available at all times to assist the patrons. Private conversations with staff and the public require that this person have an enclosed office.
- Staff Workroom – The total square feet allocated to the staff workroom is 774. There will be private workstations for all four (4) full-time staff not to exceed 40 square feet, which is a County standard. The area should be able to accommodate work processes for development of programs utilizing materials such as PC's, books, and paper resources. Filing space is required and storage is needed for books, manuals, and binders. The staff workroom will also support other library staffing performing mending, sorting, and processing activities.
- Children's Workroom - The total square feet allocated for this area is 127. This room will be located within the children's area and behind the service desk. It will be utilized for storage of story time props (puppets, etc.), working areas, storage to develop children's crafts that relate to the stories, and general storage for the displays that frequently occur within the area.
- Staff Lounge – This area is sized at 260 square feet. The lounge is necessary because library staff typically have no more than 30 minutes for lunch and 15 minutes for a break. There is insufficient time to go out for lunch. Due to space limitations, and patrons' needs, most of the library staff is standing during the entire day, which is very stressful and physically demanding. This area will accommodate food preparation and be outfitted with a refrigerator and microwave for lunch. Table seating and seating at lounge chairs are needed. Lockers will be required for part-time and volunteer staff to store personnel belongings.
- Staff Restroom – A single compartment restroom is required for staff to utilize because there is not adequate time to walk to the other end of the proposed building during the times patrons need help. This square footage is allocated within the 23% of non-assignable space within the Libris DESIGN™ program. This size will need to accommodate Disabled access.

SERVICE DESKS

There are three (3) service desks needed at the new Hesperia Library to support the community needs – Circulation, Reference and Children's sections. Currently, Hesperia only has Circulation and Reference desks. Again, the Libris DESIGN™ program builds the square feet of these spaces by selecting furniture and equipment that support the work processes of each service desk.

- The Circulation Desk supports the processing of checking out materials and holding reserved books for pick up, obtaining library cards, and paying overdue fines. Four (4) checkout technology machines are needed. One self checkout machine is proposed to help ease the long lines at peak times and months. An area for five (5) book trucks is needed, which calculates at 10 square feet per person. Files for handouts advertising library programs are needed. Shelving for reserved books behind the desk is needed. It is critical that this desk be placed near the library entry with the staff workroom immediately behind. Fifteen (15) patron queuing spaces in front of the desk are calculated at 6 square feet per person. The total square feet assigned is 521.
- Today's Reference Desk is considered the "Information" desk. The staff dedicated must be the "go-to" research experts for many aspects of the collection and technology. Increasingly, more librarians spend the majority of their time helping patrons with computer resources. There are two (2) dedicated spaces at the desk for librarians to utilize. Files and shelving for ready reference is close at hand. The total square footage assigned is 412.
- The Children's Desk is similar to the Reference Desk in function but dedicated to one (1) librarian only, so the square footage is reduced to 124. The desk will be conveniently located by the entrance to the children's area and set in a supervisory position.

SPACE NEED CALCULATION & CONVERSION FACTORS

The square foot and conversions for Staff Workstations were based upon the various staff work areas listed above, and were calculated by the **Libris DESIGN™** program.

MEETING ROOMS

ASSIGNABLE SQUARE FOOTAGE – 1,488

NUMBER CAPACITY AND ALLOCATION

There is a tremendous need to provide collaborative spaces for groups of all types and sizes to meet the needs of the residents of Hesperia as indicated in both the focus groups and the telephone survey. Spaces required need to support both small and large groups. The last goal in the Joint Use Agreement addresses the need for Study and Community Rooms. The following are the Goals, program, and actions:

- **Goal:** Provide the opportunity for adults and families to participate in literacy services and programs to improve their literacy and computer skills.



- **Program:** Study and Community Rooms – Library Building Program. Equip, staff, and support study and community rooms within the new Hesperia Branch Library.

SPECIFIC ACTIONS:

“QUIET” STUDY ROOMS

- Construct and make available a quiet study room for public use by individuals or small groups during County Library public service hours and for parent-teacher conferences or other District sponsored activities during hours County Library staff are scheduled in the facility. The Study Room will provide necessary resources and services to augment the educational needs of the library constituents.

COMMUNITY ROOM

- Equipped to support multimedia presentations.
- In addition to County Library and community activities, the Community Room will be available for use by the District for such activities as:
- Teacher in-service training
- Student/teacher library orientation
- Multi-class presentations and parent/teacher meetings and programs
- District will also offer a series of parenting workshops with flexible times offered to working parents. The workshops will be designed as four week courses to be held three hours a week on such subjects as:
 - Parenting the Adolescent
 - Parent/Child Communication
 - Drugs, Alcohol and Children
 - Helping Your Child with Homework
 - How to Help your Child Develop Self-Esteem

SPACE ASSIGNMENTS

STUDY ROOMS/TUTORING/LITERACY ROOMS

- The proposed library space programming will provide **three (3) private study rooms** that will accommodate one-on-one tutoring activities and small study groups up to six (6) individuals. The square footage allowance of 160 will provide adequate space behind the chairs for users to walk around without scarring up the walls. One of the three study rooms is dedicated to the County Literacy program and will have dedicated space for one-on-one tutoring at an area separate from the study table. There is also reference materials dedicated to this program located in this room on bookshelves. The space needed for these specific activities is 228 square feet.

CHILDREN'S PROGRAMS

- A sequestered, but open area within the Children's area is needed to accommodate the weekly story time activities that generally have about 34 children participating. The **Libris DESIGN™** program allocates 7 square feet to each child equating to a floor space requirement of 238 square feet. There are many choices of seating materials such as carpet tile squares or cushions that will help define each child's space and keep them in place during the story.

COMMUNITY ROOM

- In general, all of the groups within Hesperia, including the City and School District, have discussed the need for an upgraded meeting room with full audio visual capabilities to support the various events, functions, and activities. The number of people needing to be accommodated in individual seats determined the overall size. The size recommended (120 seats) falls between the only two large facilities within the community – the Council Chambers (50) and the banquet hall at one community center (250).
- The Community Room at the Hesperia Branch Library will accommodate 120 people. At 10 square feet per person, this totals 1,200 square feet. However, we recommend additional space for the presenter's props such as flip charts and a lectern that has adequate space for a document camera and PC/Laptop on the side. This would add 50 square feet totaling 1,250 square feet for the room.

HOW ROOMS SUPPORT PLAN OF SERVICE

It was a unanimous finding of all focus groups and the Library Stakeholders Committee that there was an urgent unmet need for study and meeting rooms to address literacy needs in a library environment. The Community Library Needs Assessment reported that students sought solace for places to study quietly while parents and adult learners yearned for community rooms for special programs, workshops, or other learning activities. Local community groups relayed their need for meeting rooms and 86.7% of those surveyed (Hesperia Library Survey, 2002) noted that the community meeting rooms were desperately needed and thought they should be integrated in the proposed library. The proposed study and community rooms will provide the necessary library infrastructure and spatial allocation to support the many services and functions that are intended for these areas. The Joint Use Cooperative Agreement between all parties delineates how these study and community rooms will support library services. These rooms will specifically benefit K-12 students.

SPACE NEED CALCULATION & CONVERSION FACTORS

The square foot and conversions for Meeting Rooms were calculated by the **Libris DESIGN™** program.

SPECIAL PURPOSE

ASSIGNABLE SQUARE FOOTAGE – 1,521

SPACES, EQUIPMENT, AND INTENDED USE

COMPUTER CENTER

The Hesperia residents indicated a strong need for a computer center. The City desires the room to be supplied with the “state of the art” equipment such as motorized screen and ceiling mounted LCD projectors. The Hesperia School District (HUSD) and San Bernardino County Library (SBCL) have resolved to collaborate and provide space, computers, staff, and programs for computer training. This goal, as identified in both the Joint Use Agreement and the Plan of Service, is discussed in this report in the Technology needs section. The room would accommodate (20) technology stations and an instructor’s space.

SPACE ASSIGNMENTS

- The space required was calculated by identifying the number of technology machines needed (20) and how many PCs could be accommodated per table. The recommendation is a 24” x 72” training table that would accommodate two (2) people each for a total of 10 tables. The square footage (50 each for a total of 500) is assigned to the training tables - not the chairs or PCs. With an instructor’s workstation accommodating equipment to run the LCD, desktop PC, printer, phone and teaching materials, plus space to navigate the front of the room, the square footage assigned is 100. In addition, there needs to be storage cabinets for software, manuals, and small PC parts totaling 36 square feet.
- The total room is sized at 636 square feet and needs to be located up front by the entrance of the library. It would be beneficial to the community if the lab could be open during non-library hours.

LEARNING AND CAREER RESOURCES

The need for Learning and Career Resources was first articulated in the Library Master Plan prepared by Providence Associates in 2001. As they evaluated the operations and services of the Hesperia Branch Library they noted the need for Learning and Career Resources because Hesperia had no college campuses that could fill this void. Providence noted the importance of developing self-directed life-long learning opportunities in their study.

Students, teachers, Library Stakeholders, and Chamber of Commerce Focus Group meetings further underscored the community need. The Hesperia Library Survey (2002) also showed a preponderance of support for Learning and Career Resources. Finally, students and teachers weighed in on the importance of a college/career function for those that were contemplating their future paths.

The goal, program and action as stated in Joint Use Agreement is as follows:

- **Goal:** Provide resources and services to library patrons of all ages that enable them to enhance their personal, recreational, and life-long learning opportunities.

- **Program:** Learning and Career Resources. Equip, staff, and provide a variety of resources and services to provide direction for life-long learning and personal growth for students, teachers, parents, caregivers, and adult learners. The collections, databases, and services will focus on the needs identified in the Library Community Needs Assessment and included in the County Library Plan of Service for the Hesperia Branch. Learning and Career Resources will be located adjacent to the Library's Computer Center and Community Room. County staff, (Joint Use Specialist, Young Adult Specialist, Children's Librarian), and County trained volunteers will provide assistance during public service hours.
- **Specific Actions**
 - o Provide Homework Resources
 - Databases
 - Reference collections of relevant print materials to assist student with school assignments
 - District will provide one set of District textbooks for reference and not available for check-out
 - County Library staff (Joint Use Specialist, Young Adult Specialist, Children's Librarian,) and volunteers will provide the day-to-day assistance to help students develop techniques for obtaining information and completing school assignments.
 - o Resource Training
 - County Library staff (Joint Use Specialist, Young Adult Specialist) will provide quarterly workshops that focus on information in print and electronic resources available at the library to assist students, teachers, parents, caregivers and the general public.

Career Resources and Services – will provide a broad range of topics pertinent to career choices and career development.

- County Library will provide printed materials, electronic resources and the daily staffing and assistance.
- District (Program Assistant) will provide career assessments, career reference books, career videos, and GED preparation books.
- District staff (Program Assistant) will provide workshops twice a month for 1 ½ hours on topics such as, Goal Setting, Career Training, How to Find the Perfect Job, How to Prepare a Resume, How to Find Public Assistance, Interviewing Techniques, and How to Dress for Success.

SPACE ASSIGNMENTS

- The Learning and Career Resource area will have dedicated collections, technology, and seating. By gathering these physical resources in a focused area, the City, County, and School District hopes to communicate to the patrons that their needs are being addressed. The total space dedicated to this area is 504 square feet. This is comprised of the following elements:
 - o Collections – 1,000 volumes for career, college prep, homework, and textbooks.
 - o Technology – (6) technology workstations with software and high-speed Internet access.
 - o Reader Seats – Study tables for tutoring and homework assignments.



FRIENDS OF THE LIBRARY

The Hesperia Branch Library is in great need for support from the Friends of the Library. The small amount space they utilize in the interim library facility is extremely minimal and uninspiring. Prominent signage and location in the front areas of the library would help promote the Friend's store. Consider the requirements for retail opportunities for display with at minimum glass viewing panels and possibly a combination glass window and display box. Also, consider the shape of the room for maximum shelving layout and disabled access.

Space Assignments

- They need a dedicated room of approximately 350 SF. This will allow them to organize and display their materials on shelving. Some shelving should have slanted display capabilities for larger, more art print or feature books. A display case will provide an area for selling merchandise relative to the library such as pens, paper, computer disks, and community shirts etc. There should be a point of sale area such as a desk with means to handle and secure cash.

HOW ROOMS SUPPORT PLAN OF SERVICE

Library patrons and Joint Use collaborators expressed a strong desire for a Computer Center that would support not only library uses but also student needs during public hours after school and on weekends. Students expressed a need for access to computer resources that would assist them with homework and special research projects.

The need for Learning and Career Resources was first articulated in the Library Master Plan prepared by Providence Associates in 2001. As they evaluated the operations and service needs for a Hesperia Branch Library they noted the need for Learning and Career Resources because Hesperia had no college campuses that could fill this void. Providence noted the importance of developing self-directed lifelong learning opportunities in their study. Students, teachers, Library Stakeholders, and Chamber of Commerce Focus Group meetings further underscored the community need. The Hesperia Library Survey (2002) also showed a preponderance of support for Learning and Career Resources.

Finally, students and teachers weighed in on the importance of a college/career function for those that were contemplating their future paths.

These Special Purpose spaces support the Plan of Service of the Hesperia Branch Library inasmuch as they address local needs and will accommodate many programs and services to benefit K-12 students, young adults, and the various library user groups. These spatial accommodations will further enhance current and future library services and represent how the library planning process is pursued from concept to construction.

SPACE NEED CALCULATION AND CONVERSION FACTORS

The square foot and conversions for Special Purpose spaces were calculated by the **Libris DESIGN™** program.



NON-ASSIGNABLE SPACES

ASSIGNABLE SQUARE FOOTAGE – 4,500

ASSUMPTIONS AND AMOUNT

The Libris DESIGN™ program allows 25% of the total square footage to non-assignable functions of any library. This is the recommended base model. Based upon the Libris DESIGN™ program, 5,000 square feet of the 20,000 square feet Hesperia Library would be “non-assignable”. This represents an inordinate amount of space for a one-story library building when compared to a +60,000 square feet two-story library where elevators and stairs are required. We are recommending reducing this to 23% or 4,500 square feet. This will accommodate the following:

- Entrance Lobby
- Public Restrooms
- Staff Restroom
- Main Electrical Room
- Data Communications Room
- Janitor's Closet
- Separate Staff Entrance
- Main Circulation paths for the Building, including ADA access
(Minor circulation is calculated within the furniture or equipment item)



SECTION 9 APPENDICES

Appendix 1

Table 5.1

San Bernardino County population Projections – 2010 and 2020

Source: San Bernardino County Library Facility Master Plan by Providence Associates

Community	2000 census population		2010 projected population		Growth 2000 - 2010	% change 2000 - 2010	Projected % change 2010 - 2020	2020 Projected population	
San Bernardino County	1,709,434	A	2,187,807	C	478,373	27.984%	25.569%	2,747,213	C
Adelanto city	18130	A	25,000	D	6,870	37.893%	37.893%	34,473	E
Apple Valley town	54,239	A	70,000	D	15,761	29.058%	29.058%	90,341	E
Barstow city	21,119	A	25,000	D	3,881	18.377%	18.377%	29,594	E
Big Bear Lake city	5,438	A	8,000	D	2,562	47.113%	47.113%	11,769	E
Bear Valley	11,770	B	13,648	E	1,878	15.956%	15.956%	15,464	E
Bloomington	21,086	B	26,948	E	5,862	27.800%	27.800%	34,439	E
Chino city	67,168	A	72,000	D	4,832	7.194%	7.194%	77,180	E
Chino Hills city	66,787	A	70,000	D	3,213	4.811%	4.811%	73,368	E
Crestline	10,603	B	12,607	E	2,004	18.900%	18.900%	14,990	E
Fontana city	128,929	A	166,855	D	37,926	29.416%	29.416%	215,937	E
Grand Terrace city	11,626	A	18,000	D	6,374	54.825%	54.825%	27,869	E
Hesperia city	62,582	A	75,000	D	12,418	19.843%	19.843%	89,882	E
Highland city	44,605	A	63,834	D	19,229	43.110%	43.110%	91,353	E
Joshua Tree	8,091	B	8,738	E	647	7.997%	7.930%	9,437	E
Lake Arrowhead	12,802	B	17,449	E	4,647	36.299%	36.330%	23,783	E
Loma Linda city	18,681	A	26,939	D	8,258	44.205%	44.205%	38,847	E
Lucerne Valley cdp	8,916	A	11,412	E	2,496	27.995%	25.000%	13,909	E
Mentone cdp	7,803	A	10,729	E	2,926	37.500%	37.500%	14,753	E
Montclair city	33,049	A	39,461	D	6,412	19.401%	19.401%	47,117	E
Needles city	4,830	A	7,500	D	2,670	55.280%	55.280%	11,646	E
Phelan/Pinon Hills	17,153	B	28,334	E	11,181	65.184%	15.999%	32,865	E
Rialto city	91,873	A	95,000	D	3,127	3.404%	3.404%	98,234	E
Running Springs	6,026	B	7,364	E	1,338	22.204%	22.170%	8,999	E
Trona cdp	3,600	A	4,000	E	400	11.111%	11.111%	4,444	E
Twentynine Palms city	14,764	A	19,720	D	4,956	33.568%	33.568%	26,340	E
Victorville city	64,029	A	98,430	D	34,401	53.727%	52.727%	150,303	E
Wrightwood	4,081	B	4,734	E	653	15.990%	15.990%	5,490	E
Yucaipa city	41,207	A	50,000	D	8,793	21.339%	21.339%	60,670	E
Yucca Valley town	16,885	A	27,788	D	10,903	64.572%	64.572%	45,731	E
Community Totals	877,872		1,104,490		226,618	25.814%	26.888%	1,399,225	
Balance in County	831,562		1,110,535		278,973	33.548%	24.289%	1,347,988	
Independent Libraries (F)	650,797	A	755,205		104,408	16.043%	16.666%	881,067	E
Balance Served by County	180,765		355,330		174,565	96.570%	40.491%	466,921	
County Service Area Population	1,058,637		1,459,820		401,183	37.896%	30.262%	1,866,146	
A) 2000 Census from American Fact Finder									
B) 2000 Census from S.B County Land Use Services Dept									
C) California Department of Finance									
D) Cummings, Stephen D. <i>The Inland Empire Abstract 2000</i> , 5th Edition July 2000									
E) Providence Associates based on 2000 Population									
F) Independent Libraries are Colton, Ontario, Rancho Cucamonga, Redlands, San Bernardino (City)									



Appendix 2

Table 5.2

City/County Population Estimates with Annual Percent Change

Source: San Bernardino County Library Facility Master Plan by Providence Associates

	JAN 2000	JAN 2001	Percentage Change
CALIFORNIA	34,207,000	34,818,000	1.8
San Bernardino	1,726,800	1,764,300	2.2
Adelanto	18,500	18,600	0.5
Apple Valley	54,500	56,000	2.8
Barstow	21,400	21,550	0.7
Big Bear Lake	5,450	5,625	3.2
Chino	68,000	68,800	1.2
Chino Hills	67,100	69,200	3.1
Colton	48,450	49,050	1.2
Fontana	129,800	135,100	4.1
Grand Terrace	11,750	11,850	0.9
Hesperia	63,000	64,200	1.9
Highland	45,200	45,600	0.9
Loma Linda	18,800	19,400	3.2
Montclair	33,500	34,050	1.6
Needles	4,870	4,960	1.8
Ontario	160,600	162,300	1.1
Rancho Cucamonga	128,100	132,700	3.6
Redlands	64,100	65,300	1.9
Rialto	93,400	94,700	1.4
San Bernardino	188,300	190,200	1.0
Twentynine Palms	14,900	25,850	73.5
Upland	68,900	70,100	1.7
Victorville	64,500	67,600	4.8
Yucaipa	41,500	42,250	1.8
Yucca Valley	16,950	17,200	1.5
Unincorporated	295,300	292,200	-1.0

Source:

California State Department of Finance
Demographic Research Unit

Appendix 3

Comparing SBCL with 28 Counties in the Nation

Collections per Capita

Source: San Bernardino County Library Facility Master Plan by Providence Associates

SAN BERNARDINO COUNTY PUBLIC LIBRARY FACILITIES STUDY							
Comparisons with Peer Libraries - National Data *							
Collections							
Library	Population Served	Number of Facilities	Total Collections	Rank	Collections Per Capita	Rank	
1 New York (NY) Public Library	3,070,302	86	10,421,691	1	3.39	6	
2 Chicago (IL) Public Library	2,783,726	78	9,238,328	3	3.32	7	
3 Brooklyn (NY) Public Library	2,300,664	60	6,809,959	6	2.96	9	
4 Queens Borough (NY) Public Library	1,951,598	63	9,143,760	4	4.69	4	
5 Houston (TX) Public Library	1,865,605	38	4,545,060	8	2.44	17	
6 Miami-Dade (FL) Public Library System	1,755,908	31	3,829,882	9	2.18	20	
7 The Free Library of Philadelphia (PA)	1,585,577	53	8,144,478	5	5.14	2	
8 Broward County (FL) Libraries Division	1,473,466	35	2,344,375	17	1.59	24	
9 San Antonio (TX) Public Library	1,401,200	20	1,814,229	24	1.29	27	
10 Carnegie Library of Pittsburgh (PA)	1,336,449	20	6,603,408	7	4.94	3	
11 Phoenix (AZ) Public Library	1,263,449	13	1,797,247	25	1.42	25	
12 Hawaii State Public Library System (HI)	1,193,000	50	3,296,982	12	2.76	13	
13 Harris County (TX) Public Library	1,143,237	25	2,073,150	22	1.81	23	
14 Las Vegas-Clark County (NV) Library	1,100,000	24	2,167,317	21	1.97	22	
15 King County (WA) Library System	1,090,968	41	3,345,860	11	3.07	8	
16 Dallas (TX) Public Library	1,068,800	23	2,568,812	14	2.40	18	
17 Detroit (MI) Public Library	1,027,974	24	2,928,347	13	2.85	11	
18 San Bernardino (CA) County Library	1,020,000	28	1,222,490	27	1.20	28	
19 Fairfax County (VA) Public Library	970,000	20	2,460,395	15	2.54	15	
20 Buffalo & Erie County (NY) Public Library	968,532	53	3,624,615	10	3.74	5	
21 Tampa-Hillsborough County (FL) Public	942,322	21	2,335,739	18	2.48	16	
22 Montgomery County (MD) Dept. of Public	855,000	22	2,448,084	16	2.86	10	
23 The Public Library of Cincinnati & Hamilton	847,403	42	9,608,333	2	11.34	1	
24 Memphis/Shelby County (TN) Public Library	846,584	23	1,938,685	23	2.29	19	
25 St. Louis County (MO) Library District	843,638	20	2,256,277	20	2.67	14	
26 Tucson-Pima (AZ) Public Library	836,153	19	1,144,040	28	1.37	26	
27 Orange County (FL) Library System	821,405	13	1,669,824	26	2.03	21	
28 Atlanta-Fulton (GA) Public Library	819,721	35	2,298,394	19	2.80	12	
Average of 28 Libraries	1,327,953	35	4,002,849		3.01		
* Statistical Report Public Library Data Service 2000.							

Source: San Bernardino County Library Facility Master Plan by Providence Associates





Appendix 5

Comparing SBCL with 9 Counties in the State

Collections per Capita

Source: San Bernardino County Library Facility Master Plan by Providence Associates

SAN BERNARDINO COUNTY PUBLIC LIBRARY FACILITIES STUDY							
Comparisons with Peer Libraries - State Data *							
Collections							
Library		Population	Number of	Total	Rank	Collections	Rank
		Served	Facilities	Collections		Per Capita	
1	Los Angeles County	3,456,000	84	7,045,520	1	2.04	1
2	Orange County	1,342,700	28	2,601,374	2	1.94	2
3	Sacramento City-County	1,129,600	26	1,684,845	3	1.49	4
4	San Bernardino County	1,019,900	30	1,227,018	6	1.20	7
5	San Diego County	987,300	34	1,273,905	4	1.29	6
6	Contra Costa County	822,600	26	1,268,395	5	1.54	3
7	Fresno County	775,200	28	797,550	9	1.03	9
8	Riverside County	710,800	25	820,894	8	1.15	8
9	Kern County	648,400	28	941,476	7	1.45	5
Average of nine libraries		1,210,278	34	1,962,331		1.62	
* California Library Statistics 2001 for Fiscal Year 1999- 2000.							

Appendix 6

Comparing SBCL with 9 Counties in the State

Square Feet per Capita

Source: San Bernardino County Library Facility Master Plan by Providence Associates

SAN BERNARDINO COUNTY PUBLIC LIBRARY FACILITIES STUDY							
Comparisons with Peer Libraries - State Data *							
Facilities							
Library	Square Feet	Rank	Square Feet	Rank	Average SF	Rank	
	of Facilities **		Per Capita		Per Facility		
1 Los Angeles County	951,413	1	0.28	4	11,326	2	
2 Orange County	na	na	na	na	na	na	
3 Sacramento City-County	328,180	2	0.29	3	12,622	1	
4 San Bernardino County	196,121	7	0.19	7	6,537	6	
5 San Diego County	202,275	6	0.20	6	5,949	7	
6 Contra Costa County	223,200	5	0.27	5	8,585	5	
7 Fresno County	292,716	3	0.38	2	10,454	3	
8 Riverside County	na	na	na	na	na	na	
9 Kern County	274,413	4	0.42	1	9,800	4	
Average of seven libraries	352,617		0.29		9,325		
* California Library Statistics 2001 for Fiscal Year 1999-2000.							
** Statistical Report Public Library Data Service 1999.							

APPENDIX 7.1

ALLOCATION OF THE LIBRARY'S BOOK COLLECTION

Prepared in *Libris DESIGN™*

CATEGORY						
		Percent of Collection	Projected Total	Percent in Circulation	Projected Volumes on Shelf	Volumes/ Per Linear
Subcategory						
Volume Type						
Adult/Young Adult		67.11%	55,100	17.38%	45,521	7.772
Browsing						
	New Books	0.67%	550	50.00%	275	8
	New Books (Face Out)	0.11%	90	50.00%	45	1
Careers						
	Careers	0.37%	300	0.00%	300	6
	College Catalogs	0.12%	100	0.00%	100	13
	Homework	0.49%	400	0.00%	400	8
	Textbooks (Reserve)	0.24%	200	0.00%	200	8
Fiction						
	Fiction	10.29%	8,450	25.00%	6,338	8
	Mysteries	1.34%	1,100	25.00%	825	8
	Paperbacks	1.64%	1,350	40.00%	810	16
	Romance	1.22%	1,000	25.00%	750	8
	Science Fiction & Fantasy	1.22%	1,000	25.00%	750	8
	Westerns	1.11%	910	25.00%	683	8
Large Print						
	Large Print	1.34%	1,100	5.00%	1,045	8
Non-Fiction						
	Non-Fiction	35.32%	29,000	15.00%	24,650	8
Ready Reference						
	Ready Reference	1.04%	850	0.00%	850	6
Reference						
	Business Indexes	0.12%	100	0.00%	100	6
	Consumer	0.12%	100	0.00%	100	6
	Legal	0.43%	350	0.00%	350	7
	Ready Reference, Tele/Internet	0.61%	500	0.00%	500	6
	Reference	4.87%	4,000	0.00%	4,000	6
	Reference (Encyc., Direct., Etc.)	0.79%	650	0.00%	650	6
Young Adult						
	Young Adult	3.65%	3,000	40.00%	1,800	12
Children/Juvenile		32.89%	27,000	39.90%	16,228	15
Children's Easy Readers						
	Children's Easy Readers	3.90%	3,200	30.00%	2,240	20
Children's Paperbacks						

	Children's Paperbacks	0.91%	750	25.00%	563	16
Children's Picture Books						
	Children's Picture Books	5.85%	4,800	50.00%	2,400	20
Children's Reference						
	Children's Reference	0.97%	800	0.00%	800	8
Juvenile Fiction						
	Juvenile Fiction	9.14%	7,500	30.00%	5,250	13
Juvenile Non-Fiction						
	Juvenile Non-Fiction	12.12%	9,950	50.00%	4,975	13
TOTALS:		100.00%	82,100	25%	61,749	9.32

APPENDIX 7.2**ALLOCATION OF MEDIA COLLECTION**Prepared in *Libris DESIGN™*

CATEGORY					
	Projected	Volumes/			
Subcategory	Percent of	Projected	Percent in	Volumes	
Volume Type	Collection	Total	Circulation	on Shelf	Linear
Combined (Adult & YA)	100.00%	5,500	45.58%	2,993	19.85
Audio Book Cassette	16.36%	900	50.00%	450	10
Audio Book Compact Disc					
Audio Book CD (CD ROM)	13.64%	750	35.00%	487	25
Audio Cassette					
Audio Cassette	8.91%	490	50.00%	245	19
Audio Compact Disc (CD)					
Audio Compact Disc (CD)	15.45%	850	50.00%	425	25
CD-ROM					
CD-ROM	8.18%	450	40.00%	270	25
DVD					
DVD	15.64%	860	40.00%	516	25
Video Cassette					
Video Cassette	21.82%	1,200	50.00%	600	10
Totals:	100.00%	5,500	45.58%	2,993	19.85

APPENDIX 7.3

ALLOCATION OF LIBRARY'S PERIODICAL COLLECTION – ADULT, YOUNG ADULT and CHILDREN'S Prepared in *Libris DESIGN™*

CATEGORY					
Subcategory	Percent of Collection	Projected Total	Percent in Circulation	Projected Volumes on Shelf	Volumes/ per Linear FT
Volume Type					
Adult/Young Adult	91.67%	110	0.00%	110	1
Current Magazines					
Current Magazines	70.83%	85	0.00%	85	1
Current Newspapers					
Current Newspapers	8.33%	10	0.00%	10	1
Young Adult Current					
Young Adult Current Magazines	12.50%	15	0.00%	15	1
Children/Juvenile	8.33%	10	0.00%	10	1
Children's Current Magazines					
Children's Current Magazines	8.33%	10	0.00%	10	1
Totals:	100.00%	120	0.00%	120	1

APPENDIX 8

ALLOCATION OF READER, TECHNOLOGY AND MEETING SEATS PER DIVISION

Prepared in *Libris DESIGN™*

CHILDREN'S LIBRARY

Children's Collection & Seating

READER SEATS: 2

CHILDREN'S READER SEATS: 16

Children's On-line Public Access Catalog (OPAC)

CHILDREN'S TECHNOLOGY WORKSTATIONS: 2

Children's Program Area

CHILDREN'S MEETING ROOM SEATS: 34

Children's Reference Collection & Seating

CHILDREN'S READER SEATS: 16

CHILDREN'S TECHNOLOGY WORKSTATIONS: 7

Children's Service Desk

PUBLIC SERVICE DESK WORKSTATION: 1

Juvenile Collection & Seating

CHILDREN'S READER SEATS: 16

CIRCULATION SERVICES

Branch Manager's Office

STAFF OFFICE WORKSTATIONS: 1

Circulation Desk

PUBLIC SERVICE DESK WORKSTATIONS: 4

Staff Workroom

STAFF WORKROOM WORKSTATIONS: 6

COMPUTER CENTER

Computer Center

TECHNOLOGY WORKSTATIONS: 20

FICTION COLLECTION

Fiction Collection & Seating

READER SEATS: 18

LEARNING / CAREER RESOURCES

LCR Collection and Seating

READER SEATS: 4

TECHNOLOGY WORKSTATIONS: 6

NON-FICTION COLLECTION

Non-Fiction Collection & Seating

READER SEATS: 24



PERIODICALS COLLECTION

Current Magazine & Newspaper Display & Seating

READER SEATS: 12

PUBLIC MEETING ROOMS

Community Room

MEETING ROOM SEATS: 120

Literacy/Tutoring/Study Room

READER SEATS: 8

Study/Tutoring Room A

READER SEATS: 6

Study/Tutoring Room B

READER SEATS: 6

REFERENCE SERVICES

On-line Public Access Catalog (OPAC)

TECHNOLOGY WORKSTATIONS: 4

Reference Collection & Seating

READER SEATS: 12

TECHNOLOGY WORKSTATIONS: 8

Reference Desk

PUBLIC SERVICE DESK WORKSTATION: 1

YOUNG ADULT SERVICES

Young Adult Collection & Seating

READER SEATS: 14

TECHNOLOGY WORKSTATION: 6

